



Information Guide to Services for Older People in County Wicklow





Introduction

The Wicklow Age Friendly Alliance was formally launched in 2015. The Alliance includes stakeholders relevant to the development of the older persons' sector in the county. It promotes a positive approach to ageing. In consultation with older people and other stakeholders in Co. Wicklow, the Alliance developed and launched the Wicklow Age Friendly Strategy 2017-2022 in May 2017.

This guide was produced by the Older Person's Council as part of Co. Wicklow Age Friendly Strategy 2017 to 2022.

County Wicklow Older Person's Council

The County Wicklow Older Person's Council, formerly County Wicklow Network of Older People (CWNOP), provides a voice for older people in Co. Wicklow. The Older Person's Council is a member of Wicklow Public Participation Network and represents the voice of older people at local governmental level. Members of the Older Person's Council meet monthly to discuss issues, explore solutions and take action. They also hold an annual seminar with speakers on a wide range of topics. For more information contact Wicklow County Council: 0404 201 00 or email: Agefriendly@wicklowcoco.ie.

Wicklow Public Participation Network (PPN)

Wicklow Public Participation Network is the framework through which community and voluntary organisations across Wicklow connect with and have their say where it matters at local government. The PPN is also the means through which local groups and organisations are consulted by the Local Authority on local and county matters and is the mechanism through which community representatives are elected to Local Authority committees and bodies in County Wicklow. For more information contact the PPN at 087 189 5145, email: countywicklowppn@gmail.com or visit www.countywicklowppn.ie.

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INFORMATION & ADVICE

■ Citizens Information Centre

Your local Citizens Information Centre provides a free, professional and confidential information, advice, assistance and advocacy services on civil and social rights and entitlements. Please check with your local centre for opening times. Specialist Services usually require an appointment.

● Arklow

Arklow Citizen Information Centre
73 Lower Main Street,
Arklow
Phone: 0761 07 6750
email: arklow@citinfo.ie

● Outreach Services

Wicklow Primary Health Care Centre
Knockrobin Port Road Wicklow Town
Co. Wicklow
Tel: 0761 07 6840

● Baltinglass

Baltinglass Citizens Information Centre
Edward Street Baltinglass Co. Wicklow
Tel: 086 048 1880
email: carlow@citinfo.ie
(Under the auspices of Carlow CIS)

● Glendalough Outreach Centre

Brockagh Resource Centre Laragh
Glendalough
Co. Wicklow
Tel: 0404 45600

● Bray

Bray Citizens Information Centre 2
The Boulevard Quinsboro Road Bray
Co. Wicklow
Tel: 0761 07 6780
email: bray@citinfo.ie

● Blessington Outreach

Blessington Library Town Centre
Blessington
Co. Wicklow
Tel: 086 048 1881

● Wicklow Town

Wicklow Town Citizens Information
Centre 9/10 Lower Mall Wicklow Town
Co. Wicklow
Tel: 0761 07 6840
email: wicklow@citinfo.ie

● Specialist Service Information

Free Legal Advice Centre in Arklow, Blessington,
Bray and Wicklow Town CICs

Financial Information Service Centres
in Bray and Wicklow Town CICs

Employment Rights Information in Bray CIC Bray

CAVA - Chartered Accountants Voluntary Advice
(free accountancy advice) in Bray CIC

Community Mediation Service
Contact Bray CIC

■ MABS—Money Advice & Budgeting

The Money Advice and Budgeting Service is the State’s money advice service, guiding people through dealing with debt and support on money management. Their Helpline is open Monday to Friday, 9am to 8pm (0761 07 2000) and is confidential. You can remain anonymous.

Abhaile is a new service to help homeowners find a resolution to home mortgage arrears. It provides vouchers for free financial and legal advice and help from experts, which are available through MABS.

There are 2 locations in Co. Wicklow:

Arklow

Arklow MABS
Árus Lorcaín
Castle Park
Arklow
Co. Wicklow
Tel: 0761 07 2390
email: arklow@mabs.ie

Bray

Bray MABS
The Boulevard
Galtrim Road
Bray
Co. Wicklow
Tel: 0761 07 2250
email: bray@mabs.ie

■ Making a Will

It is important to make a will to ensure that your wishes are carried out. It also makes it easier and less costly to administer your estate. Professional advice is advisable, especially if your estate is large.

- Your local Citizens Information Centre provides information on ‘Making a Will’.
- The Irish Hospice Foundation “Think Ahead” form encourages you to gather your thoughts about your financial and legal affairs. It gives you a chance to write down your personal wishes for future medical and personal care. Forms are available from your local Citizen’s Information Service or can be downloaded at www.thinkahead.ie
- The Citizen Information Board has a guide for those affected by bereavement. This guide is available from local Citizens Information Centres or from www.citizensinformationboard.ie.

■ Guide to Entitlements

A useful and practical guide to services and rights for people aged sixty and over is published by the Citizen Information Board. This booklet is available through the Citizens Information Centres or from www.citizensinformationboard.ie.

National Citizens Information Phone Service 0761 07 4000 (Monday to Friday 9am to 8pm)
Web address: www.citizensinformation.ie

ENTITLEMENTS

■ The Department of Employment Affairs and Social Protection

Formerly known as the Department of Social Protection, the Department administers over 70 schemes and services including pensions, benefits, allowances and grants for older people. For information on the schemes contact your local Citizens Information Centre (for list see page 2), the Department of Employment Affairs and Social Protection, College Street, Sligo, 071 919 3313/ LoCall 1890 66 22 44* (general information), or visit www.welfare.ie.

Public Services Cards have been introduced to help you to access a range of public services easily. For information contact your local Citizens Information Service or Client Identity Services, Shannon Lodge, Carrick-on-Shannon, Co. Leitrim, 071 967 2616 or 1890 927999 or <https://psc.gov.ie/>.

Your local Intreo Centre/ Social Welfare Branch can also assist you:

- **Arklow**
Intreo Centre
Castle Park,
Arklow, Co. Wicklow
Tel: 0402 20 420

- **Bray**
Intreo Centre
Civic Offices,
Main Street
Bray, Co. Wicklow
Tel: 01 211 7900

- **Blessington area covered by**
Intreo Centre Tallaght
The Square,
Tallaght,
Dublin 24
Tel: 01 462 9400

- **Baltinglass**
Social Welfare Branch Office,
Lathaleere,
Baltinglass, Co. Wicklow
Tel: 059 648 2240

- **Carnew area covered by**
Gorey Social Welfare Branch Office,
Thomas Street,
Gorey,
Co. Wexford
Tel: 053 943 0040

- **Shillelagh area covered by**
Social Welfare Branch Office,
Abbey Street,
Tullow,
Co. Carlow
Tel: 059 915 2500

- **Wicklow**
Social Welfare Branch Office
Unit E6
The Enterprise Centre
The Murrough,
Wicklow
Tel: 0404 204 40

*Please note: the rates charged for using 1890 (LoCall) numbers varies depending on your provider. Most mobile networks and the landline providers do not include 1890 numbers in their bundled "free" calls.

- **Applying for a Pension**

There are two types of pensions, one based on your PRSI contributions and one that is means tested. Application forms are available from your local social welfare office, post office or Citizens Information Centre. Completed forms should be sent at least 3 months before the State Pension age, currently 66 to the Department of Social Protection, Pension Services Office, College Rd, Sligo, 071 915 7100, LoCall 1890 500 000.

For information on the criteria for qualifying for the State pension, contact your local Citizens Information Centre. If you have worked in Ireland and one or more EU states or a non-EU state which Ireland has a bilateral agreement with, you may qualify for a pension from both countries. You can have your pension paid into your bank account or you can collect it from the post office. You can arrange for someone to collect your pension if you are unable to do so yourself (see page 17 for details). You may also claim for your spouse if they are not working or on low income even if they are under 66.

- **Age 80 Allowance**

Pensioners receiving an Irish social welfare pension automatically receive an increase in the personal rate of their pension when they reach the age of 80.

- **Household Benefits Package**

This is a package of allowances which help you with the costs of running your household. The package is available to everyone resident in the State, aged over 70 and to people under 70 in certain circumstances. The package includes an allowance for energy (Natural Gas or Electricity Allowance or Cash Electricity or Gas Allowance) and Free TV Licence.

- **Free Travel**

If you are aged 66 or over, the Free Travel Card will issue automatically if you have confirmed your identity for a Public Service Card. Your Public Service Card will also be your Free Travel Card.

- **Fuel Allowance**

A Fuel Allowance is a payment to help with the cost of heating your home during the winter months. It is paid to people who are dependent on long-term social welfare and who are unable to provide for their own heating needs. Only one Fuel Allowance is paid per household. You have the option of getting your total allowance paid in two sums rather than weekly. Some UK pensioners living in Ireland may be eligible for a Winter Fuel

Payment from the UK. Fuel allowance is a means tested payment.

- **Living Alone Increase and the Telephone Support Allowance**

The Living Alone Increase is an extra weekly payment for people aged 66 or over on social welfare payments living alone. You must complete a Living Alone Increase application form, available from your Local Citizens Information Centre, Intreo or Social Welfare Branch. From June 2018, a weekly Telephone Support Allowance will be available to those getting the Living Alone Increase and who are eligible for the Fuel Allowance.

ENTITLEMENTS

- **The Department of Employment Affairs and Social Protection representatives**
The Department of Employment Affairs and Social Protection (DEASP) representatives, formerly known as Community Welfare Officers, are now responsible for the day to day administration of the Supplementary Welfare Allowance Scheme.

For information on the office administering Supplementary Welfare Allowances outlined below, contact your local Citizens Information Centre, the Department of Employment Affairs and Social Protection or your local Intreo/Social Welfare Branch Office. Alternatively, the contact details of the DEASP representative in your area are available at:

<http://www.welfare.ie/en/Pages/otheroffice/community-welfare-office-wicklow.aspx>.

- **Exceptional Needs Payments and Funeral Costs**
If you are faced with an unexpected once-off or emergency financial need which you can not reasonably be expected to meet out of your weekly income, contact the DEASP representative at your local office who will assess and advise if you are eligible for financial assistance. For example you may be eligible for an Exceptional Needs Payment to help with the cost of a funeral if your income is low. You should apply for funeral assistance before the funeral takes place, failing this, as soon as possible afterwards.
- **Urgent Needs Payment**
An Urgent Needs Payment may be paid to people in emergency situations such as in the case of a fire, flood or other disaster, to help with the immediate cost of food and clothing.
- **Exceptional Heating Needs Supplement**
The heating supplement is an additional weekly payment to help with the cost of heating your home if you can show you have extra heating needs because of age, medical condition or disability and live alone or with dependent adult or child and satisfy a means test.
- **Rent Supplement**
Rent Supplement is a short-term payment for new applicants. It is paid to people living in private rented accommodation who can no longer afford the rent because of a substantial change in their circumstances. For more information contact your local Citizens Information Centre or office administering the Supplementary Welfare Allowances.
- **Housing Assistance Payment (HAP)**
HAP is a form of social housing support for people who have a long-term housing need provided by all local authorities. For information on eligibility contact your local authority or your local Citizens Information Centre.

HEALTH

■ Health Service Executive (HSE)

The HSE provides a range of Health and Social Services for Older People including: Medical Cards, European Health Insurance Card, Drugs Payment Scheme, Long Term Illness Scheme, Home Care Packages, Home Help, etc. If you would like more information please contact the HSE Infoline from 8am to 8pm, Monday to Saturday, Locall 1850 24 1850 or 041 685 0300, email: infoline1@hse.ie.

You can also contact:

Wicklow HSE Local Health Office, Glenside Road, Wicklow. Tel : 0404 684 00

Wicklow Local Health Office looks after the communities of Arklow, Aughrim, Avoca, Barndarrig, Bray, Carnew, Delgany, Enniskerry, Greystones, Kilcoole, Knockananna, Newtown-mountkennedy, Rathdrum, Roundwood, Shillelagh, Tinahely and Wicklow.

Kildare/West Wicklow HSE Local Health Office covers west Wicklow and is located at St. Mary's, Craddockstown Road, Naas. Tel: 045 873 200.

■ Public Health Nurse (PHN)

There are Public Health Nurses working in almost every Health Centre. They provide a range of services to people in their homes. Services include post hospital care, dressings, injections, referral to respite and day care and assessment for the Nursing Home Support Scheme, home support scheme, nursing aids and appliances. Your Public Health Nurse will also advise you on dietary, diabetic and counselling services.

To contact your Public Health Nurse telephone your local health centre and ask to be put through to the Public Health Nurse or the Community Nurse (see page 29 for the list of HSE Health and Primary Care Centres). A good time to call is between 9.30am and 10.30am or at other times you can leave a message and your call will be returned.

■ Occupational Therapy

Occupational therapy is used when someone is having difficulty with everyday tasks due to illness or disability. Using different techniques, occupational therapist can help a person overcome these difficulties and assess their need for aids and appliances. You can be referred to an occupational therapist by your GP, public health nurse or hospital. If you require occupational therapy contact your local Primary Care Centre or Health Centre (see page 29 for list).

■ Medical Card Scheme

The Medical Card Scheme entitles certain people to free public health services.

Prescriptions, however, incur a charge per item up to a maximum amount per month per person or family.

To be eligible for the Medical Card your income must be below a certain level.

However, in certain circumstances you may qualify if your income is above the threshold:

- where your income is derived solely from social welfare allowances or benefits or HSE allowances.
 - Where undue hardship would arise from the costs of a medical condition, the HSE can apply discretion.
 - Where a person is EU insured with a different country and resident in Ireland or in receipt of a pension payment from Department of Work and Pensions, UK.
- Where a person does not qualify for a medical card, they may qualify for a GP Visit Card.

For information on the current income qualifying limits and how to apply contact the HSE on Callsave 1890 252 919, visit www.medicalcard.ie or contact your Local Health Office or your local Citizens Information Centre.

Medical cards can also be applied for through the National Medical Card Online service, <http://www.hse.ie/eng/cards-schemes/>.

The Guide to Medical Cards and GP Visit Cards published by the HSE outlines the services you can receive without charge. For Medical Card holders they include routine blood tests where the service is part of the investigation and necessary treatment of your symptoms or condition. The Guide can be accessed at: www.hse.ie/eng/services/publications/corporate/medcardgpvisit.pdf.

■ Over 70's Medical Card

The qualifying criteria for a medical card for people aged 70 years or older differ from those under 70. The income thresholds are higher, currently set at €500 gross income per week for a single person and €900 gross income per week for a couple.

Gross income is your total income from all sources before any deductions. This scheme does not take account of any outgoings, such as expenses related to medical and social circumstances. If you are over the income threshold and experiencing 'undue financial hardship' due to medical and social expenses, you need to apply under the general Medical Card/GP Visit Card Scheme, as it takes into account your net income and relevant out-goings including expenses related to medical and social circumstances. For further information contact the numbers provided above under the Medical Card Scheme.

■ GP Visit Card for Over 70s

If you do not qualify for a full medical card you may be eligible for a GP visit card.

A GP visit card allows you to visit a participating family doctor for free. In order to qualify for a GP visit card, you must be ordinarily resident in Ireland. The GP visit card is available to everyone aged over 70 and it does not require an income test.

You can register for the GP Visit Card online (as outlined on the previous page under the Medical Card Scheme) or by posting a completed registration form to GP VISIT Card Over 70s, PO BOX 12629, Dublin 11.

■ Drug Payment Scheme (DPS)

If you do not qualify for the Medical Card and have to pay the full cost of your medication, you can apply to join the DPS. Under this scheme, there is a monthly cap on the cost of an individual's or family's prescribed medicines and rental costs of CPAP/oxygen. Application forms are available from your local pharmacy, local health office, or your local Citizens Information Centre.

■ Long Term Illness Scheme (LTI)

If you have certain long-term illnesses or disabilities, you may qualify to be included in the Long Term Illness Scheme. This allows you to get drugs, medicines and medical and surgical appliances directly related to the treatment of your illness, free of charge. There is no income requirements or means test. Contact your local health office or your local Citizens Information Centre for the list of Long-Term Illnesses covered by the scheme.

A Guide to the Long-Term Illness (LTI) Scheme is available for download here: www.hse.ie/eng/services/list/1/schemes/lti/Guide-to-LTI-Scheme.pdf.

■ Treatment Benefit Scheme

The Department of Employment Affairs and Social Protection provides dental, optical and aural services to qualified people under the Treatment Benefit Scheme. This Scheme is available to insured workers, the self-employed and retired people who have the required number of PRSI contributions. For further information, contact the Treatment Benefit Section, Department of Employment Affairs and Social Protection, St Oliver Plunkett Road, Letterkenny, Donegal. Tel: 074 916 4480 or Locall: 1890 400 400 or contact your local Citizens Information Centre.

■ Adult Audiology Service

Medical Card holders are legally entitled to free hearing aid services from the HSE. If you wish to obtain a hearing aid on your medical card you must first consult with your GP.

■ The Dental Treatment Services Scheme (DTSS)

The DTSS provides access to routine dental treatment subject to certain criteria for adult medical card holders. Provision of dentures and denture repairs are also covered subject to approval of the local HSE dental surgeon. For further information contact your local health centre or your local Citizens Information Centre.

■ Chiropody Services

Medical Card holders over sixty five are entitled to apply for a chiropody treatment card. Supplementary fees for the service vary depending on providers. A GP or Public Health nurse can refer patients to the service. Application forms are available from your Primary Care Centre or local Health Centre.

■ Assist Ireland

The website www.assistireland.ie contains information on daily living aids, mobility aids and assistive technology. It includes a directory of products available from suppliers for older people and people with disabilities including dementia. Information sheets include details of suppliers of lifts and stairlifts. Assist Ireland has a telephone support service, tel: 0761 07 9200.

■ Home Support Services (Home Help and Home Care Package)

From 2018, the resources for home help and home care packages are to be combined to deliver a single model of home support services. This is to improve availability and access and simplify the process of applying for home support services. The home support services aim to help people who need medium to high care support to continue to live at home independently.

If assessed as requiring home care, the hospital discharge nurse or the Public Health Nurse will provide you with a list of homecare providers in your area. It is important that you or a family member contact the providers in your area and discuss with them the support you need to enable you choose the provider that can best meet your particular needs

For more details contact your local health office or Public Health Nurse.

■ Carer's Support Grant (formerly the Respite Care Grant)

Persons in receipt of Carer's Allowance, Carer's Benefit, and/or Domiciliary Care Allowance automatically receive the Carer's Support Grant from the Department of Employment Affairs and Social Protection. This is paid once a year usually on the first Thursday in June. For more information or to get an application form you can contact your local Intreo Centre (see page 4), your local Social Welfare Office or your local Citizens Information Centre (see page 2).

■ Nursing Home Information

The Nursing Home Support Scheme, known as the 'Fair Deal', provides financial support to people who need long term nursing home care. To qualify you must be assessed as needing long-term care. Under this scheme, you will make a contribution towards the cost of your care and the State will pay the balance. This applies whether the nursing home is public, private or voluntary. Nursing homes are permitted to charge additional fees to Fair Deal residents for certain services. All additional charges should be set out clearly in the contract of care and agreed upon when signing the contract. The additional services should be separately itemised and costed. The HSE administers the Fair Deal Scheme with the resources available. Applicants cannot avail of state funding for a nursing home place prior to receiving approval of their application. Your Public Health Nurse can supply you with a list of nursing homes and the application forms.

A Step by Step Guide to Applying for the Nursing Home Support Scheme, developed by Co. Wicklow Citizens Information Service, is available in its centres. The Nursing Homes Support Office for your area is available to help you fill in the form or answer questions about your application.

For Co. Wicklow contact: HSE Nursing Homes Support Office, Oak House, Millennium Park, Naas, Co Kildare. Tel: 045 880 400.

The Office of the Ombudsman can examine any complaints and can be contacted at 01 639 5600 or LoCall 1890 223 030.

Health Information and Quality Authority (HIQA) sets the National Standards for Residential Settings for Older People, monitors, inspects and registers nursing homes.

The National Standards and inspection reports are available at: www.hiqa.ie/areas-we-work/older-peoples-services. To contact HIQA about concern call 021 240 9646 or email concerns@hiqa.ie

■ Day Centres for the Elderly

Day centres are places where Older People come together locally to combat loneliness, to have a chat and do activities such as exercises, arts and crafts, painting, computers, play cards, bingo, listen to music and sometimes dance. Centres may provide lunch for minimum cost. See page 30 for a list of Day Centres run by the HSE and voluntary organisations in Co. Wicklow.

■ Community Hospitals

Community hospitals offer a higher level of medical support compared to the average nursing home such as respite care, assessment, convalescence and rehabilitation. See page 30 for a list of Community Hospitals in County Wicklow.

■ Hospitals

Acute and General Hospitals serving Co. Wicklow include:

- St Vincent's University Hospital, Elm Park, Nutley Lane, Dublin 4. Tel: 01 221 4000
- St Michael's Hospital, George's Street Lower, Dun Laoghaire, Co. Dublin. Tel: 01 280 6901
- Tallaght Hospital, Belgard Square North, Dublin 24. Tel: 01 414 2000
- Naas General Hospital, Craddockstown Road, Naas, Co. Kildare. Tel: 045 897 221
- Wexford General Hospital, Wexford Town. Tel: 053 915 3000

St. Columcille's Hospital, Bray Road, Loughlinstown, Co. Dublin, Tel: 01 282 5800 is a Medical Assessment Unit (you require a GP referral) and Injuries Unit for the treatment of broken bones, dislocations, sprains, strains, wounds, scalds and minor burns. Opening Times 8am -6pm, 7 days per week including Bank Holidays.

■ GP Out of Hours Service

This is a service to provide you and your family with access to urgent family doctor services outside of normal surgery hours. If you have medical card or GP visit card bring it with you to avoid being charged.

Care DOC provides cover for Arklow, Aughrim, Avoca, Barndarrig, Carnew, Kilcoole, Knockananna, Newtown, Rathdrum, Shillelagh, Tinahely and Wicklow, Monday to Friday 6pm to 9am, Friday 6pm to Monday 9am. Access to the service is by appointment only, by contacting 1850 334 999.

KDOC is for patients of participating doctors in West Wicklow and can be contacted at 1890 599 362. An Out of Hours GP Service for North Wicklow is expected to be in operation in the second half of 2018. Until the service commences, people living in the Bray, Greystones, Enniskerry areas should call their GP practice for the number of the Doctor on Duty.

■ Mental Health Services in Co. Wicklow

Mental health problems are common and can range from a low period to more serious depression, with a small number of people experiencing very severe issues. *YourMentalHealth.ie* is a place to learn about mental health in Ireland, and how to support yourself and the people you love. You can find support services near you, and learn about the little things that can make a big difference to how we all feel. Every single one of us will experience tough times in our lives.

If you feel persistently sad, have trouble sleeping or experience unexplained aches and pains, you should consult your GP.

If you or someone you know feels very unwell it is important to get help as soon as possible:

- Contact your local GP. If it is late in the evening or night-time, contact your Doctor on Call Service
- Go to the Emergency Department at your nearest hospital. Contact emergency services on 999 or 112
- Call the Samaritans, the 24 hour listening service, to talk to someone about what is on your mind. 11 Call 116 123

- Call Aware (Depression, Bi-Polar Disorder & Anxiety) Tel: 1800 80 48 48, www.aware.ie
- National Suicide Helpline (Pieta House) 1800 247 247, 01 623 5606 or www.pieta.ie
- Grow (Mental Health support and Recovery). Tel: 1890 474 474 or www.grow.ie
- Yourmentalhealth.ie has a list of services and supports in Co. Wicklow as has the Wicklow Mental Health website www.wicklowmentalhealth.org/
- Contact the local Health Care Centre or Primary Care Centre (contact details page 29) for your local HSE Community Mental Health service
- Newcastle Hospital, Greystones, Co. Wicklow. Tel: 01 281 9001

■ HSE Safeguarding and Protection Team– Elder Abuse Support

Safeguarding adults is about protecting those at risk of harm or experiencing abuse or neglect. Abuse can happen to anyone and anywhere, at home, in a nursing home, in a hospital at work. There are different types of abuse:

- Physical Abuse: hitting, pushing, misuse of medication, inappropriate restraints.
- Psychological or Emotional Abuse: repeated threats of harm or abandonment, depriving of social contact, humiliation, intimidation, coercion.
- Sexual Abuse: inappropriate touching, sexual acts not consented to.
- Financial Abuse: theft, fraud, exploitation, pressure in connection with wills, inheritance, power of attorney or financial transactions, misuse of property, possessions or benefits.
- Institutional abuse: poor standards of care, rigid routines or inadequate responses to needs.
- Neglect and Acts of Omission: ignoring medical care needs, failure to provide access to appropriate health and social services; withholding necessities of life.
- Discriminatory Abuse: ageism, racism, sexism, that are based on a person's disability.

If you or someone you know is experiencing abuse or being harmed contact the HSE Safeguarding Team. East Wicklow Tel: 01 216 4511. West Wicklow, Tel:045 981 810 or call the HSE Information Line 1850 241 850.

■ Treatment Abroad Scheme (TAS)

You may be entitled to access TAS and avail of treatment in the public healthcare system of another EU/EEA member state or Switzerland if you are ordinarily resident in the Republic of Ireland and an Irish based consultant refers you for treatment that is:

- (a) Among the benefits provided for by Irish legislation and
 - (b) (i) not available in Ireland or
 - (ii) not available within the time normally necessary for obtaining it in Ireland, taking account of his/her current state of health and the probable course of the disease.
- Contact HSE Treatment Abroad Scheme on 056 778 4548
or email: treatmentabroad.scheme@hse.ie

■ Cross Border Directive (CBD)

The CBD provides for the cost of publicly funded healthcare in Ireland to be availed of in a EU/ EEA member state and the costs to be reimbursed subject to compliance with the applicable administration processes adopted by the HSE in the administration of the CBD. Patients must familiarise themselves with the administration requirements of the HSE, prior to availing of cross border healthcare, in order to confirm entitlement or other-wise for reimbursement of treatment costs. Contact the HSE Cross Border Directive at: 056 778 4547 or 056 778 4546 or 056 778 4556. email: crossborderdirective@hse.ie.

HOUSING

■ Wicklow County Council Housing Department

Wicklow County Council's Housing Department provides confidential support services for older people and people with disabilities who are in need of housing or who need to improve the accessibility of their homes. In some areas there are special housing schemes for over 55s. For more information you can contact Wicklow County Council. Tel: 0404 201 20 or visit their website www.wicklow.ie/housing.

■ Housing Aids for Older People Grant Scheme

The Scheme of Housing Aids for Older People is available to assist older people living in poor housing conditions to have necessary repairs or improvements carried out. The types of works grant-aided under the Scheme include reroofing, re-wiring and the provision of central heating (where none exists). Applicants should be 66 years of age or over. The level of grant aid available shall be determined on the basis of gross household income and the improved costs of the works as assessed by Wicklow County Council. The maximum grant currently available is €8,000. Please check with Wicklow County Council.

■ Mobility Aids Housing Grants Scheme

The Mobility Aids Housing Grants Scheme is available to cover a basic suite of works to address mobility problems, primarily, but not exclusively, associated with ageing. The works grant aided under the Scheme include: grab rails, access ramps, level access shower, stair-lifts and other minor works deemed necessary to facilitate the mobility needs of a member of a household. Currently, the effective maximum grant is €6,000 or 100% of the approved cost of the works, whichever is the lesser. The grant currently available is for households whose gross annual household income does not exceed €30,000.

■ Housing Adaptation Grant

The Housing Adaptation Grant for People with a Disability is available to assist in the carrying out of works that are reasonably necessary for the purposes of rendering a house more suitable for the accommodation of a person with a disability who is a member of the household. The above three Schemes are open for applications at specific times in the year. Forms can be downloaded from website www.wicklow.ie. For more information contact Wicklow County Council Housing Office, tel: 0404 201 20.

HOME SERVICE SUPPORTS & MAINTENANCE

■ Better Energy Warmer Homes Scheme

This scheme aims to improve the energy efficiency and warmth of homes owned by people on low income. It is operated by the Sustainable Energy Authority of Ireland (SEAI) and is available nationwide. The service involves the **installation** of standard energy efficiency measures appropriate to the eligible household subject to SEAI survey, budget allocation and available capacity. The service is provided at no cost to the household and the measures currently available under this scheme are: attic insulation, draught proofing, lagging jackets, low energy light bulbs, cavity wall insulation and energy advice. The Better Energy Warmer Homes Scheme is operated locally by Bray Area Partnership Warmer Homes covering Bray, Co. Wicklow and surrounding areas. Tel: 01 286 6080.

For any queries about this scheme contact Sustainable Energy Authority of Ireland (SEAI) at 1800 250 204.

■ Better Energy Homes Scheme

The **Better Energy Homes Scheme** provides **grants** to homeowners to improve energy efficiency in their homes. This scheme is different to that listed previously as it provides grants to improve energy efficiency rather than installation. Grants are available for the following energy saving work:

- Roof insulation
- Wall insulation for example, cavity wall, internal dry lining or external insulation
- Heating controls upgrade
- Installation of a high efficiency boiler (more than 90% efficiency) including a heating controls upgrade
- A Building Energy Rating (BER) after the energy-saving work is carried out (you must get this BER to qualify for the grant)
- Solar heating

For more information, contact Better Energy Homes Scheme on LoCall 1850 927 000. You can also visit the Sustainable Energy Authority of Ireland's website www.seai.ie to find out more information on these schemes.

A Guide to Keeping Warm This Winter is available from the Age Action website www.ageaction.ie/sites/default/files/attachments/

SAFETY & SECURITY

■ Emergencies

At some point in your life, you may need to call the emergency services such as fire officers, police, or medical personnel. By being prepared for calling the emergency services for example having your Eircode details on hand, you can get the help you need much more quickly which can often make a big difference.

In Ireland we have two emergency numbers, **999** and **112**.

112 also works in all EU countries and from any phone, free of charge.

Remember when calling **112** (or **999**), 'stay calm, stay focused and stay on the line'.

■ In Case of Emergency (ICE)

Many mobile phones have a dedicated ICE contact information function, where the number of a next-of-kin can be added. This will enable first responders, such as fire officers and police officers, as well as hospital personnel, to contact the next of kin of the owner of a mobile phone to obtain important medical or support information (the phone must be unlocked and working).

■ The Seniors Alert Scheme

The Seniors Alert Scheme is run by Pobal and provides grant support for the supply of equipment (e.g. Personal Pendant Alarms*) to enable older people without sufficient means to continue to live securely in their homes. Currently the equipment is free with monitoring of the alarm also free for the first year. The grant assistance is made available through community and voluntary groups registered with Pobal (see page 31 for the current list of local community providers).

To be eligible you must be:

- Aged 65 or over and have limited means or resources
- Living alone, living with another person who meets the eligibility criteria, living alone for significant periods of time during the day or is a carer to someone else in their household
- Living in the area covered by the community group administering the grant support
- Able to benefit from the equipment being supplied
- Willing to maintain contact with the community group

For more information contact Pobal on 01 511 7222 or see leaflet

www.pobal.ie/Publications/Documents/Senior%20Alert%20Scheme%20leaflet%202017.pdf.

*A Personal Pendant Alarm is a pendant worn at all times which, when activated in cases of emergency, provides immediate contact with persons appointed by the pendant alarm user to call emergency services.

■ Garda Stations in Co. Wicklow

There are three district Garda stations that cover all of County Wicklow: Baltinglass, Bray and Wicklow. They are open 24 hours a day, seven days a week. There are 14 local stations. The contact details are as follows:

- Baltinglass District HQ: Edward Street, Baltinglass, Co. Wicklow. Tel: 059 648 2617 (Baltinglass area 059 648 2610)
- Bray Divisional HQ: Convent Avenue, Bray, Co. Wicklow. Tel: 01 666 5392 (Bray area 01 666 5300)
- Wicklow District HQ: Batchelor's Walk, Wicklow. Tel: 0404 601 47 (Wicklow area 0404 601 40)

■ Local Garda Stations:

- Arklow - Abbey Street, Arklow, Co. Wicklow. Tel: 0402 323 04
- Ashford - Main Street, Ashford, Co. Wicklow. Tel: 0404 492 20 / 0404 402 12
- Aughrim - Main Street, Aughrim, Co. Wicklow . Tel: 0402 361 42
- Avoca - Kilmagig Lower, Avoca, Co. Wicklow. Tel: 0402 351 02
- Blessington- Main Street, Blessington, Co. Wicklow. Tel: 045 857 620
- Carnew - Main Street, Carnew, Co. Wicklow. Tel: 053 942 6102
- Dunlavin - Market Square, Dunlavin, Co. Wicklow. Tel: 045 401 211
- Enniskerry - Church Hill, Enniskerry, Co. Wicklow A98 V124. Tel: 01 666 5750
- Greystones - 6, Marine Terrace, Greystones, Co. Wicklow. Tel: 01 666 5800
- Newtownmountkennedy - Dublin Road, Newtownmountkennedy, Co. Wicklow. Tel: 01 281 9222
- Rathdrum - Station Road, Corballis Lower, Rathdrum, Co. Wicklow. Tel: 0404 462 06
- Roundwood - Toghermore, Roundwood, Co. Wicklow. Tel: 01 281 8142
- Shillelagh - Main Street, Shillelagh, Co. Wicklow. Tel: 053 942 9102
- Tinahely - Shillelagh Road, Tinahely, Co. Wicklow. Tel: 0402 381 02

■ Crime Prevention Officer

There are dedicated crime prevention officers within each Garda Division. Crime Prevention Officers (CPOs) are trained to encourage, promote and advise on crime prevention to both the private and business community. The crime prevention officer in Co. Wicklow can be contacted at 01 666 5392.

■ Crime Prevention and Safety Initiatives

Wicklow Gardaí wish to better support and empower older/vulnerable people to make greater use of available Garda resources in an effort to increase safety in their homes and communities.

■ Older Person's Register

Garda Stations hold and maintain an Older/Vulnerable Person's Register. The Register assists Gardaí identify older people, who may need support, particularly in time of crisis, such as bad weather.

Interested persons within County Wicklow are invited to register their details with An Garda Síochána. Details can be submitted by the individual themselves, their Assisted Decision Maker or Next of Kin. In all cases the consent of the person concerned will be required.

If you wish to register, or know someone who would benefit from registering, please get in contact by any of the following ways:

- By calling into any Garda Station in the County Wicklow
- By email to Wicklow.VictimService@garda.ie
- By post to Older/Vulnerable Persons Register, Wicklow Victim Service Office, An Garda Síochána, Convent Avenue, Bray, Co Wicklow, A98 EO98
- By phone to 01 666 5360 (during office hours)

Applicants will be provided with an application form and afforded any assistance that is required (see page 35 for copy of registration form).

■ **Bogus Caller Initiative**

Your local Garda station or Crime Prevention Officer can advise you on how to engage with uninvited callers to your home. Bogus Caller cards are available to give to traders or workmen you don't know. When answering the door ensure your door chain is in place. Always ask any unfamiliar callers for identification. Do not invite anyone you do not know into your home. Keep some Bogus Caller Cards and a pen beside the door and ask any traders or workmen calling to your home to supply all their details on the Bogus Caller Card. Genuine callers will be happy to comply. If you are suspicious about a caller at your door call the Gardaí.

■ **Neighbourhood Watch/Community Alert/Text Alerts**

Neighbourhood Watch (Urban areas) and Community Alert (Rural areas) are crime prevention programmes aimed at getting local communities working in partnership with the Gardaí. They allow communities to become actively involved in combatting anti-social behaviour and reduce the opportunity for crime and fear of crime. Particular emphasis is placed on protecting older/vulnerable persons, fostering community spirit and reporting suspicious activity. To see if this service is available in your area contact:

Irish Farmer's Association: 053 923 3090

Muintir Na Tire: 062 511 63

Check with your nearest Garda Station to see if there is a Community Alert or Text Alert Group registered in your area.

■ **'Message in a Bottle' Initiative**

This initiative is aimed at older adults whose medical details are written on a page, placed inside a special plastic bottle and kept in the fridge and a sticker placed on the front door. All First Responders - the emergency services, HSE ambulance teams, Fire Brigade and the Gardaí support the initiative. If called to an emergency, upon seeing the sticker, they will immediately collect the vital information from the fridge. For information contact the Lions Club Ireland Tel: 01 661 3788 or your local Garda Station.

■ **Collecting your Pension**

If you have any difficulties at any stage getting to the post office (e.g. through illness, by reason of distance, etc.) you can nominate a person you trust to collect your pension on your behalf. Fill in an 'Agent Form', which is available at your local Citizens Information Office or Post Office. Return the form to the Pensions Office, Sligo (see page 5). The post office can only make payments to named and notified agents. The naming of the agent does not preclude you from continuing to collect your pension at any stage.

■ Keeping control of your finances

It is important that you take positive actions to ensure you keep control of your finances in later life by putting in place an Enduring Power of Attorney and making a will.

Visit the Keep Control website, <http://www.keepcontrol.ie/keepcontrol>, for information and resources.

Tips include:

- If you cannot collect your pension, only appoint a person you trust to act on your behalf. Make sure to check and keep receipts.
- Never sign blank cheques.
- Where possible, set up direct debits, standing orders or use An Post's household budget service for routine bills.
- Do not give your bank card or PIN to anyone.
- Keep track of your money. Consider keeping a spending diary.
- Keep all valuable documents and items of value in a secure place.
- If you are disposing of any old bills, statements or receipts make sure to tear them up to protect your personal information.
- Keep a close eye on bank statements and any card transactions.

■ Stay Safe Online

Anyone can be the victim of fraud. Frauds and scams often appear as legitimate approaches from businesses or people you might normally trust. Fraudsters go to elaborate lengths to make their scams look legitimate, pretending to be phoning from your bank or even building bogus websites.

TIPS FOR PROTECTING YOURSELF AGAINST FRAUDS

Online

- If there is no padlock icon somewhere beside the web address ('https//') to signify it is using a secure link, do not enter personal or banking information on the site
- Always log out of your email or bank account when you are finished.
- Delete without opening any emails from individuals or organisations that look suspicious.
- Ignore emails that create a sense of urgency and require you to respond to a crisis such as problem with your bank account.
- Never click on links that direct you to a bank's login screen.
- Never give out your bank or personal details to claim a prize, inheritance, tax refund or other reward.

Over the phone

- Hang up on Cold Calls, never give personal information out over the phone.
- Your bank will never ask for your PIN or online banking details over the phone. If you are asked for that information by a caller, hang up and let your bank know.
- Make sure you have definitely hung up after a suspicious call and never call someone back on a number provided by the caller.
- Always try to source the number independently.

Pick up Age Action Leaflet on Scams and Frauds: How to Protect Yourself or download from: www.ageaction.ie/sites/default/files/29253-age_action_a5_scams_and_frauds_leaflet_web.pdf

SOCIAL & LEISURE ACTIVITIES

■ Active Retirement Ireland

Active Retirement Associations were established to enable retired people and anybody over 55 to enjoy a full and active life and to advocate for them. Their mission is for people to remain healthy and active through engaging with their peers within their own community.

At local level Active Retirement Associations arrange social events, educational options and activities which encourage and support retired people to remain healthy and active. Many Active Retirement Association members are also involved with other local organisations, providing much needed volunteers in a variety of activities.

Below are the active retirement associations in Co. Wicklow. If you would like to register for one of these groups or you would like more information please contact 01 873 3836 or visit the website www.activeirl.ie.

Arklow Active Retirement, Árus Lorcáin Parish Hall , Arklow
Flexi South (Arklow), Ballyraine Campus, Arklow
Aughrim Active Retirement, Pavillion, Aughrim
Avoca Active Retirement, Community Hall, Avoca
Baltinglass & District Active Retirement , Inisfáil, Germanes, Baltinglass
Blessington Active Retirement– Parish Centre, Blessington
Bray (Vevay) – Villa Pacis, Our Lady Queen of Peace, Bray
Bray Active Retirement Association, Parish Centre, Herbert Road, Bray. Tel: 01 286 1096
Greystones Active Retirement. C/O Kilian House Family Centre La Touche Road, Greystones
Laragh/Glendalough Active Retirement, Brockagh Centre, Laragh
Roundwood Active Retirement, Old School, Roundwood
Tinahely Active Retirement, Courthouse Arts Centre, Tinahely
Wicklow Town Active Retirement, Scout Hall on South Quay, Wicklow town

■ Wicklow Sports Partnership

Wicklow Sports Partnership (WSP) works at increasing participation in physical activity across Wicklow by creating opportunities for people to be active in ways which fit into everyday life and which suit individual needs, circumstances and interests. WSP runs pro-programmes in conjunction with Age and Opportunity and Siel Bleu. Go for Life (Age and Opportunity) is a physical activity and sports programme aimed at older adults and takes place in different parts of the county. Active Ageing (Siel Bleu) classes for older adults seek to improve mobility and flexibility.

WSP is also involved in Get Ireland Walking, which aims to maximise the number of people participating in walking, by helping to set-up and run a walking group. There are over 30 marked trails to suit all types of walkers in Wicklow.

See list of trails on www.visitwicklow.ie/walks-in-wicklow.

Contact WSP for information on these programmes. Tel: 0404 201 00.

To find walking groups in your area contact: Get Ireland Walking. Tel: 01 625 1109 or visit www.getirelandwalking.ie.

■ Kildare and Wicklow Education & Training Board (KWETB)

The Kildare and Wicklow Education & Training Board provides a range of adult and further education and training opportunities for life-long-learning. KWETB's Adult Guidance & Information Service can provide information on all local and national courses, on education grants, rights and entitlements.

The ETB Learning for Living/Basic Education programme offers free tuition to adults who would like to improve their skills in reading, writing, spelling, and numbers. Introductory courses in using computers may also be available.

For more information on any of these programmes visit www.kildarewicklow.etb.ie

Or contact the relevant office:

For east Wicklow: 0404 605 00

For west Wicklow (Kildare Office): 045 988 000

■ Computer Classes

A wide range of organisations and groups provide older people with an opportunity to gain basic computer skills including ETB Learning for Living/Basic education programmes, Age Action Getting Started Computer Training, Training and Development centres and libraries. Local newsletters are a good source of information about courses available in your locality or call the relevant organisation.

■ Libraries

A list of libraries in County Wicklow can be found on page 32 of this guide. Your local library will also have information on book clubs and other events in your area.

■ Wicklow Volunteer Centres

Wicklow Volunteer Centres work with local and national groups in their area to develop local volunteering opportunities, providing an invaluable link between individuals wishing to undertake voluntary activity and organisations seeking to involve volunteers. In addition, Wicklow Volunteer Centres work to promote good practice in working with volunteers through the delivery of training and support. Anyone who is interested can apply and the volunteer centre will help find you a placement that matches your interests and experience. The Volunteer Centre also provides a free service for organisations who need volunteers as they can advertise a volunteer vacancy through their networks. For further information see www.volunteerwicklow.ie or contact:

- Bray Office Headquarters 4, Prince of Wales Terrace, Quinsboro Road, Bray, County Wicklow. Tel 01 204 0885
- Wicklow Office - Outreach office Earlton House, South Quay, Wicklow Town. Tel 0404 254 30 or 086 325 8803
- Arklow Office - Outreach office Bridge Christian Community Centre, 1A Wexford Road Arklow Tel 086 325 8803

■ Community Gardens

These are a good way for people of all ages, backgrounds and levels of gardening experience to take part in a shared interest. They are ideal places to join if you enjoy gardening with other people, or you only have a couple of hours to spare but want to do something productive outdoors. For more information on community gardens please visit the Community Garden Network website www.cgn.ie or www.wicklowcommunitydirectory.ie.

■ Wicklow Gardens

Wicklow is home to some of Ireland's most beautiful gardens, from renowned Mount Usher, the National Botanic Gardens at Kilmacurragh, Killruddery Gardens or Powerscourt Gardens to amazing smaller gardens. For information visit www.visitwicklow.ie/wicklowgardens# and www.visitwicklow.ie/private-gardens/

■ Birdwatch Ireland

For information on events and meetings in Co. Wicklow telephone 086 267 1289 or email birdwatchwicklow@gmail.com. The national office can be contacted at 01 281 9878.

■ Historical Societies

There are a number of Historical Societies in the county including:

- Blessington History Society. Tel: 045 828 889
- Bray Cualann Historical Society. Tel: 087 230 9185 or 01 286 1287, Email: brayhistory@gmail.com
- Carnew Historical Society. www.carnewhistoricalsociety.com Greystones Archaeological & Historical Society. www.greystonesahs.org
- Kilmacanogue History Society. Email: masterson06@eircom.net
- West Wicklow Historical Society. Tel: 059 648 1525

■ Swimming Pools and Leisure Centres

Community leisure centres and swimming pools can be found in many towns including:

- Arklow - Coral Leisure, Ferrybank. Tel: 0402 233 28
- Bray - Shoreline Leisure, Southern Cross Road. Tel: 01 276 5660
- Greystones - Shoreline Leisure, Mill Road, Killincarrig. Tel: 01 287 8180
- Wicklow Town - Coral Leisure, Station Road. Tel: 0404 668 31

Some of these centres may run Cardiac Rehab Classes (GP referral) for example Shoreline Bray. The centres run fitness classes and aqua-aerobics.

Many local hotels have swimming pools and gyms that are open to the public.

■ Clubs and Association

There are numerous clubs and associations in Co. Wicklow such as friendship clubs, senior citizens groups and craft groups. Parish newsletters, local newspapers, radio and Wicklow Community Directory are good sources of information on clubs and associations in operation in your locality. The Wicklow Community Directory is an online resource: www.wicklowcommunitydirectory.ie.

■ **Irish Country Women’s Association (ICA)**

The ICA brings women together encouraging them to get involved in a wide variety of activities including craft, arts, drama, sports and cooking. There are currently 17 Guilds in Co. Wicklow. For information on joining an ICA guild, telephone: 01 668 0002.

■ **Men’s Sheds**

A Men’s Shed is a dedicated, friendly and welcoming meeting place where men come together and undertake a variety of mutually agreed activities. Men’s Sheds are open to all men regardless of age, background or ability and are a place to share skills and knowledge while maintaining or enhancing the well-being of the participants.

Below are the Men’s Sheds in County Wicklow as listed on the Irish Men’s Shed Association. Check the website www.menssheds.ie or Tel: 01 891 6150 for contact details of your local shed.

Arklow Men’s Shed, Monument Lane, Arklow
Avoca Men’s Shed, Woodenbridge Golf Club, Avoca
Baltinglass Men’s Shed, St Joseph’s Parish Centre, Baltinglass
Blessington Men’s Shed, The Old Library, Baltinglass Road, Blessington
Earlsbrook Men’s Shed , 41 Meath Road, Bray
Greystones Men’s Shed, C/O The Scouts Den, Church Road, Greystones
Newtownmountkennedy & Newcastle Men’s Shed, Killadreenan Road, Newtownmountkennedy
Roundwood Men’s Shed, Shramore, Roundwood
Tinahely Men’s Shed, Kellys Hill, Lugduff, Tinahely
Wicklow Men’s Shed, Dispensary Lane, Wicklow Town

There may be similar groups not affiliated to the Irish Association of Men’s Sheds in your areas, for example An Bothán in Bray. Check local newspapers, parish newsletters and Wicklow Community Directory, www.wicklowcommunitydirectory.ie.

TRANSPORTATION

■ Local Link Carlow, Kilkenny, Wicklow

Local Link Carlow, Kilkenny, Wicklow provides rural transport services for people living in rural areas across county Carlow, Kilkenny, Wicklow and South Tipperary. The mission of the company is: 'to ensure adequate transport for all rural residents across County Kilkenny, Carlow, Wicklow and South Tipperary'.

Free Travel Pass holders travel free. See page 33 for a full list of services.

Please call 1890 424 141 or 056 771 5912, email: ckw@locallink.ie or visit locallink.ie

■ Easi-Cab Travel Club

Easi-Cab Travel Club offers accessible transport service to people with disabilities, mobility impairments and community groups. To use the service you have to be a member. For information contact: 01 276 5488 (Bray/South Dublin). The service is also available in Wicklow and Arklow.

■ Train and Buses

Co. Wicklow is served by Irish Rail, Dublin Bus, Bus Eireann and private bus companies. Enquires on rail services can be made to Irish Rail: 01 836 6222. If you require assistance to board the services call: 01 836 6222.

Enquiries on Bus Eireann services can be made: 1850 836 611.

For private bus services in the county, check community websites, local newspapers or other community fora.

■ Free Travel Scheme

Everyone aged 66 and over living permanently in the State is entitled to the Free Travel Scheme. Some people under 66 also qualify. The Free Travel Card is currently being linked to the Public Service Card. To obtain a Public Service Card currently, you must complete the Standard Authentication Framework Environment (SAFE) registration process. This is a face-to-face registration process that usually takes place in your local Intreo Centre or Social Welfare Branch Office. The Department of Employment Affairs and Social Protection will send you a letter with your SAFE registration appointment.

A Free Travel Card will be issued automatically at age 66 if the applicant has completed the SAFE registration process and is getting a Pension from this Department. Likewise, if the applicant is under age 66, a Free Travel Card will issue on being awarded an Invalidity Pension, Blind Person's Pension, Disability Allowance, or a Carer's Allowance.

In all other circumstances, a person must apply for a Free Travel Card by completing an Application Form (FT1) which is available from their local Post Office, their nearest Social Welfare Local Office or Citizen Information Centre.

If you have not completed the SAFE registration process, you will be issued with a letter requesting you to make an appointment to register. If you do not register for the Public Services Card, you currently will not be awarded Free Travel Pass.

You must show your Public Services Card to the travel operator when you are using public transport. In some cases, a Free Travel Companion Card is available which allows a person to travel with the holder (if they are unable to travel alone).

Free travel is available on all State public transport with some exceptions and is also available on certain private bus and ferry services. You may also travel free of charge on certain cross-border services between Ireland and Northern Ireland. Private bus transport operators that have opted into the Free Travel Scheme accept free travel cards. Contact the Department of Employment Affairs and Social Protection, Free Travel Section. Tel: 071 915 7100 or LoCall: 1890 500 000.

For information on registering for the Public services Card contact Department of Employment Affairs and Social Protection, Client Identity Service. Tel: 071 967 2616 or Lo-Call: 1890 927 999.

■ All Ireland Free Travel Scheme

This scheme allows a Free Travel cardholder to travel free of charge on all bus and rail services within Northern Ireland using a Senior Smartpass card. Free Travel cardholders wishing to avail of the All Ireland Free Travel scheme within Northern Ireland must first get a Senior SmartPass card. To get this you must fill in an application form. It is **not possible to get this form online**, you must contact your social welfare local office or Citizen Information Centre. For information and help with application forms please contact the Free Travel Section of the Social Welfare Services Office in Sligo. Tel:071 915 7100 or LoCall 1890 500 000 or visit www.welfare.ie.

You can also contact your local Citizens Information Centre for more information.

LOCAL SUPPORT GROUPS

■ Meals On Wheels

Meals on Wheels can organise delivery of a midday meal to your home if you are living alone or are incapacitated. There is a nominal cost per meal. Contact your Public Health Nurse in your local Health Centre for information on the areas in which this service operates. See page 29 for contact details of Health Centres.

■ St Vincent de Paul

St Vincent de Paul is a charitable organisation which offers a number of services among which are supports for older people in their own homes and communities, helping those in need, including support and friendship.

For more information you can visit their website: www.svp.ie or contact:

Local Office for Co. Wicklow
SVP House,
91-92 Sean McDermott Street,
Dublin 1
Tel: 01 855 0022

Local Office for Co. Wicklow
SVP House,
91-92 Sean McDermott Street,
Dublin 1
Tel: 01 855 0022

National Office
Tel: 01 884 8200
email: info@svp.ie

■ Support for Carers

Family Carers Ireland is Ireland's national voluntary organisation for family carers in the home. They provide a variety of supports and services to family carers. These include training for carers; home care services; information on carers' rights and entitlements; free legal advice; and both one-to-one counselling and personal advocacy services. Contact Wicklow Outreach Centre 01 670 5876, or email: mfitzsimons@familycarers.ie. They also offer confidential phone support, Careline on 1800 240 724 which offers advice and support to carers.

■ Care and Repair

Care and repair is a programme that offers befriending and the carrying out of minor home repairs and garden tasks.

Homelink Support Services Bray hold social events for older people and offer a basic handyman, home maintenance service.

For information contact the Maintenance Co-ordinator: 01 201 4478.

Arklow Community Action Resource Centre also provide a care and repair service
Tel: 0402 338 37. Email: arklowcommunityaction@gmail.com.

■ Friendly Call Service

Homelink Support Services, Bray offers a friendly call service. This can be on a daily, weekly, fortnightly or monthly call, depending on your needs.

For information contact: Supervisor: 01 201 4473.

Good Morning Kildare also provides a friendly call service. It covers West Wicklow. If you are interested in availing of the service an application form can be obtained by telephoning 045 859 037.

■ Family Resource Centres

Family Resource Centres promote and support health, well being and quality of life for families and individuals in their communities through social, recreational and educational activities. See page 34 for centres in Co. Wicklow

■ The Alzheimer's Society of Ireland

The Alzheimer Society of Ireland works across the country in local communities providing dementia specific services and supports and advocating for the rights and needs of all people living with dementia and their carers. They also operate the Alzheimer National Help-line offering information and support to anyone affected by dementia on 1800 341 341.

Family Carer training is also available both face-to-face and online, see their national website: www.alzheimer.ie for details.

- ASI Wicklow Support Group: Árus Lorcáin Hall, Castle Park, Arklow, Co. Wicklow.
Tel: 0404 29929 or email: laurence.collins@alzheimer.ie
- Wicklow Home Care Service, Alzheimer Society of Ireland, Co. Wicklow.
Tel: 059 86 32906 or email: asiathy@alzheimer.ie

■ Wicklow Dementia Support

Wicklow Dementia Support (WDS) is a voluntary organisation set up to support people with dementia and their family carers. WDS hold a once monthly Carer's Support Group in Newtownmountkennedy. They provide a befriending service for people with dementia, AlzPals, also supporting the carer by providing a break for them. They also currently run two weekly social clubs for persons with dementia and family carers in the Methodist Hall opposite the Dominican Convent, Wicklow Town and in St. Peter's Parish Centre, Little Bray.

For information visit www.wicklwdementiasupport.org/

Tel: 089 428 6928 or email: wiclowds@gmail.com

OTHER USEFUL NUMBERS

■ Age Friendly Ireland

Is the home of the Age Friendly Cities and Counties Programme, Age Friendly Towns and Age Friendly Business Programme in Ireland. In its role as an intermediary organisation, Age Friendly Ireland is dedicated to supporting the development of effective multi-agency Age Friendly Alliances to improve health and well-being outcomes for older people across Ireland.

If you would like more information about the Age Friendly Programme you can contact Wicklow County Council: 0404 201 00 or log on to the Age Friendly Ireland website: www.agefriendlyireland.ie.

■ Third Age (Senior Helpline)

Is a national voluntary organisation that runs SeniorLine, a confidential listening service for older people provided by trained volunteers. The lines are open 365 days of the year.

Freephone 1800 804 591. For more information visit their website www.thirdageireland.ie.

■ Age & Opportunity

Is a national organisation that inspires everyone to reach their full potential as they age. The organisation facilitates opportunities to engage in arts, cultural activities, sport and physical activity, to learn and be involved as active citizens.

Tel: 01 805 7709 or visit their website: www.ageandopportunity.ie.

■ Age Action Ireland

Is a charity which promotes positive ageing and better policies and services for older people across the country. Services include: Getting Started, free training on computers, tablets and smartphones to people over the age of 55, Information service and University of the Third Age .

Tel: 01 475 6989 or visit their website: www.ageaction.ie.

■ SAGE Support and Advocacy

Sage promotes and supports the rights of vulnerable adults and older people to have their voice heard and participate in decision-making. Sage provides advocacy for people who are being excluded from decision-making about their future care. For further information telephone: 01 536 7330. For information and advice contact 1850 719 400.

■ Falls Prevention Programme

Falls and falls related injuries are a growing problem for older adults. Falls can result in disability, loss of independence, fear and on-going pain. Contact your local Health Office to check if a programme is available in your local area.

■ Wicklow County Council Services

Wicklow County Council is responsible for services throughout the county. The county is serviced by local area offices and town councils. There are five Municipal Districts:

- Arklow Municipal District. Tel: 0402 427 00
- Baltinglass Municipal District. Tel: 045 891 222
- Bray Municipal District. Tel: 01 274 4900. Website: *www.bray.ie*
- Greystones Municipal District. Tel: 01 287 6694
- Wicklow Municipal District. Tel: 0404 201 00

Out of Hours Call Services

- Wicklow County Council Services emergency number 01 291 6117
- ESB Networks 24-hour Emergency Number: 1850 372 999
- Gas Emergency Number: 1850 205 050
- Public Water or Sewerage matters, Irish water: 1850 278 278

Recycling Centres

- Arklow—beside NCT, Emoclew Road. Tel: 0402 327 59
- Avoca—Ballymurthagh (between Meetings of Waters and Avoca). Tel: 087 228 8132
- Bray—Beechwood Close, Boghall Road. Tel: 01 211 6666
- The Murrough—Wicklow Town. Tel: 0404 641 20
- Rampere—Baltinglass (limited number of materials taken). Tel: 059 648 1677
- Tinahely—Fitzgerald's Depot, Lugduff. Tel: 086 862 9851

Health Centres in County Wicklow

Area	Address	Telephone Numbers
Arklow	Castle Park, Arklow	0402 396 24
Aughrim	Main Street, Aughrim,	0402 363 16
Avoca	Main Street, Avoca	0402 351 70
Barndarrig	Barndarrig	0404 481 07
Baltinglass	Belan Street, Baltinglass	059 648 1081
Blessington	Kilbride Road, Blessington	045 865 141
Bray	Block B Civic Offices, Main Street, Bray	01 274 4100
Carnew	Primary Care Centre, Gorey Road, Carnew	076 695 9090
Delgany	Delgany	01 287 5832
Greystones	Victoria Road, Greystones	01 287 7311
Kilcoole	Main Street, Kilcoole Nurses based at Newtown Mt Kennedy Primary Care Centre	01 201 8500
Kiltegan	Kiltegan	059 647 3060
Knockananna	Knockananna	059 647 1111
Newtownmount kennedy	Primary Care Centre, Town Centre, Main Street, Newtownmountkennedy	01 201 8500
Rathdrum	Fair Green, Rathdrum	0404 462 31
Roundwood	Laragh Road, Roundwood	01 281 8481
Shillelagh	Shillelagh	053 942 9306
Tinahely	Barton Street, Tinahely	0402 382 38
Wicklow Town	Primary Care Centre, Knockrobin, Rathnew Road, Wicklow	076 695 8301

Community Hospitals for Older People

Community Hospitals	Telephone Numbers
St, Colman's Hospital, Rathdrum	0404 461 09
Baltinglass District Hospital, Baltinglass	059 648 1255
Psycho-Geriatric Unit, Newcastle Hospital Greystones	01 281 9001

Day Centres for Older People with Dementia

Area	Address	Telephone Number
Bray	Alzheimer Society of Ireland St Claire's Day Centre Ballywaltrim	0404 299 29
Rathdrum	Alzheimer Society of Ireland Lily of the Valley Day Care Centre Nolan House	0404 299 29
Baltinglass	West Wicklow Day Care Baltinglass District Hospital, Kiltegan Road	059 645 1600
Blessington	Blessington Community and District Day Care Centre Coimin Centre, Main Street	045 900 395
Carnew	Carnew Community Care, Gorey Road.	053 942 6510
Rathdrum	St Coleman's Day Care Centre	0404 461 09
Wicklow	Wicklow Day Care Centre, Glenside Road	0404 254 13

Community Organisations Registered with Pobal who provide equipment under the Seniors Alert Scheme

Legal Name of Organistaion	Area coverage	Contact Details
Blessington and District Senior Citizens Committee	Blessington, Valleymount, Lacken and Manor Kilbride	045 891 243
Carnew Community Care	Carnew	053 942 6510
Donard Glen Community Alert	Dunlavin	045 404 442
Dunlavin Friendship Community Alert Group	Dunlavin, Donard, Hollywood	045 401 347
Family Carers Ireland (Bray)	Wicklow- County Dublin South—Dun Laoghaire, Rathdown	01 670 5976
Manor Kilbride Community Alert	Manor Kilbride	087 204 6644
Roundwood & District Community Council	Roundwood & District Moneystown & District	01 201 2882
Shillelagh Community Alert	Shillelagh	087 602 8614
Easi Access Transport CLG	Bray, Kilcoole, Kilmac, Greystones, Kilpedder, Enniskerry, Newtownmountkennedy South Dublin	01 201 4473

This list is maintained and updated on the website www.pobal.ie

Libraries in County Wicklow

Arklow Library—Main Street, Arklow. Tel: 0402 399 77
Aughrim Branch Library— Rathdrum Road, Aughrim. Tel: 0402 360 36
Baltinglass Branch Library - Weaver Square, Baltinglass. Tel: 059 648 2300
Blessington Library — Town Centre, Blessington. Tel: 045 891 740
Bray Town Library— Eglington Road, Bray .Tel: 01 286 2600
Bray Ballywaltrim Library—Boghall Road, Bray. Tel: 01 272 3205
Carnew Branch Library—Main Street, Carnew. Tel: 055 260 88
Dunlavin Library— Market House, Dunlavin. Tel: 045 401 100
Enniskerry Branch Library— Dublin Road, Enniskerry. Tel: 01 286 4339
Greystones Library— Mill Road, Greystones. Tel: 01 287 3548
Rathdrum Branch Library—Gilbert Road, Rathdrum. Tel: 0404 432 32
Tinahely Branch Library—Market House, Tinahely. Tel: 0402 380 80
Wicklow Branch Library— Market Square, Wicklow. Tel: 0404 670 25
Mobile Library— Visits Ashford, Glenealy, Moneystown, Ballinaclesh, Avoca, Annamoe, Laragh, Roundwood, Coolafancy, Coolkenno, Ballyconnell, Shillelagh, Red Cross, Barndarrig, Brittas Bay, Newtown, Kilmacanogue. For further information email: kdownes@wicklowcoco.ie or telephone your nearest library.

Wicklow Rural Transport Network
Ring A Link provide LocalLink Services

Route	Day
1414a: Ashford to Nutgrove	1st Thursday: 10.30 Return: 14.30
1414b: Ashford to Liffey Valley	3rd Thursday: 10.30 Return: 14.30
1403: Aughavannagh to Rathdangan to a Kiltegan to Baltinglass	Thursday: 9.20 Return: 12.30
1394: Aughrim to Tinahely to Woodenbridge and Arklow	Friday: 9.30 Return: Friday: 13.00
1395: Ballinaclesh to Glenmalure to Kirikee to Greenane to Rathdrum	Friday: 9.10 Return: 11.10
1402 Baltinglass to Whitestown to Tinpark to Dunlavin to Newbridge	Monday: 10.00 Return: 13.30
1404: Blessington to Naas to Newbridge	Tuesday: 10.00 Return: 14.00
1400b Donard to Dunlavin to Newbridge	Saturday: 11.39 Return: 16.00
1401: Donard to Snugborough to Glen of Imall Stores to Davidstown Church to Whitestown to Stratford Village to Baltinglass	Wednesday: 10.25 Return: 13.45
1410: Dunlavin to Castledermot to Carlow	Friday: 9.30 Return: 13.45
1397a: Laragh to Ballylug to Laragh to Derrybawn to Rathdrum to Arklow	1st, 3rd and 5th Friday: 9.45 Returns: 12.45
1397b: Laragh to Wicklow (Stops as above plus Ballyshemane)	2nd and 4th Friday: 9.45 Returns: 12.45
1413a: Newtown to Garden Village to Nutgrove	1st Wednesday: 10.30 Return: 14.30
1413b: Newtown to Garden Village to Blanchardstown	3rd Wednesday: 10.30 Return: 14.30
1409a: Rathnew to Nutgrove	1st Tuesday: 10.30 Return: 14.30
1409b: Rathnew to Dun Laoghaire	3rd Tuesday: 10.30 Return: 14.30

1406 Redcross to Brittas Bay to McDaniel's Bay to Cullen Upper to Ardnary to Scarnagh Cross to Arklow	1st, 3rd and 5th Thursday: 9.50 Return: 12.30
1411: Redcross to Jack White's Pub to Ardnary to Brittas Bay to McDaniel's Pub to Cullen Upper to Wicklow	2nd and 4th Thursday: 9.50 Return: 12.30
1393: Shillelagh to Carnew to Gorey	Mon to Fri 7.35 and 15.30 Return: 17.00 (direct) and 18.00
1400a: Straford to Dunlavin to Newbridge	Saturday: 10.00 Return: 14.45
1398: Tinahely to Shillelagh to Coolboy to Carnew to Gorey	Saturdays: 10.00 Return: 14.00 Shillelagh to Gorey (direct): Saturday 13.30
1399: Tinahely to Shillelagh to Carlow	Saturday: 11.40 Return: 15.45
1396a: Trooperstown to Bilard to Lickeen to Darcy's Corner to Castlekevin to Moneystown North to Kilmullen Lane to Moneystown Church to Ahowel to Wicklow	1st, 3rd and 5th Thursday: 10.00 Returns: 13.00
1396b: Trooperstown to Rathdrum (Stops as above)	2nd and 4th Thursday: 10.00 Returns: 13.00

Days and times subject to change, call Local Link Carlow Kilkenny Wicklow at 056 771 5912 or LoCall 1890 42 41 41 to confirm. Some Friday and Saturday evening services are planned. See website: <https://locallink.ie/media/1253/local-link-carlow-kilkenny-wicklow-a5-booklet-web.pdf>

Family Resource Centres

		Contact Details
Arklow Community Action Resource Centre	Crosscare House, off Collins St, Arklow	0402 338 37
South Bray Family Resource & Development Centre	107 Oldcourt Avenue, Bray	01 276 0376
Bray Family Resource & Development Centre	Ard Chualann, Fassaroe, Bray	01 286 7644
Brockagh Resource Centre	Laragh, Glendalough	0404 45600
Greystones Family Resource Centre	22 Burnaby Court, Mill Road Greystones	01 255 7528

An Garda Síochána
Wicklow Division
Older Person Register Form



(TO BE COMPLETED IN BLOCK CAPITALS)

Surname _____ First Name _____ Male Female

Address _____

D.O.B. / /

Landline _____

Mobile No. _____

Email _____

EIRCODE _____

Do you have any special needs/requirements? e.g. (medical condition/dietary requirements/hearing/sight loss/wheelchair user etc.)

Signature _____

Contact Person in case of emergency:

Surname _____ First name _____ Landline _____

Address _____ Mobile Number _____

EIRCODE _____

Email _____

I agree to be the Contact Person.

Signature of Contact Person _____ Date _____

Relationship to Older Person (e.g. Relative/friend/neighbour etc.) _____

I understand that should any personal details or circumstances at any time after the initial record is created change; it is the responsibility of myself or my contact person to inform Gardaí.

I understand that this Form is a voluntary crime prevention and safety initiative

I consent to my details being held on a database in accordance with the Data Protection Act 1988 & 2003

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NOTES



Acknowledgements

Donegal County Council
Wicklow County Council

Compiled and funded by The Older Persons Council

Researcher: Dr. Marita O'Brien

Also available on:
Wicklow County Council, Age Friendly & Partnership websites.