



Home **Visitation** Service

For Older People in North Kerry



GUIDE TO LOCAL COMMUNITY SERVICES



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Home **Visitation** Service *For Older People in North Kerry*

Is a **FREE** service for people over 60 years in the North Kerry areas :

- Moyvane, Listowel
- Ballydonoghue, Duagh
- Causeway/Ballyduff
- Ballybunion, Asdee
- For people who would like a social visit once a week
- For people who have no transport, living on their own, isolated or cannot leave their home due to medical reasons.

Home Visitation Service Project



North, East & West Kerry Development (NEWKD) has been operating its Home Visitation Service in the North Kerry area since 2018. This innovative project was the brainchild of Anita Bodenham and Geraldine Kelly, both Rural Social Scheme (RSS) Supervisors, the project helps isolated and vulnerable older persons stay connected socially within their community through weekly social visits. The project is reliant on RSS participants and community volunteers who give their time to keep people connected with their own area. The Home Visitation Service would not be possible without RSS participants, who have been an immense help from the very beginning of this initiative and work tirelessly in the North Kerry area, continued commitment and support from the HSE's Cork Kerry Community Healthcare Team, the local Public Health Nurses (PHN's) and community volunteers whom are all vital to the continued success of the Home Visitation service.

NEWKD works closely with the community and runs many projects such as Home Maintenance Service, Meals on Wheels and Senior Alert Scheme to name but a few. Through running these services it became increasingly evident that there was a need for a widening of home social supports, as older people were reporting increases in the feeling of loneliness and the lack of social contact in their daily lives. NEWKD's Home Visitation Service aims to strengthen the links between service users and the services available in their areas and communities. All RSS participants and volunteers adhere to strict practices and policies as regards to treatment of the older person, their safety and wellbeing. Our work is centred on the community we work in.

The Home Visitation Service creates stronger links between service users and service providers such as HSE (PHN's/Community Healthcare Team), Meals on Wheels, Local Link Kerry, An Garda Siochana and other local and county wide services. Volunteers and RSS participants form an essential part of our Home Visitation Service; they call on service users once a week at an agreed time to chat with and offer companionship and a listening ear. Our Home Visitation Team are not allowed to do cooking, cleaning or attend to medical needs etc. They are there to support and link older people with services that exist in their community, keep a gentle eye on them and make sure they know that someone cares.

This guide was developed as a quick and easy to read tool listing existing services, groups and centres in the North Kerry area to help service users, volunteers and staff to find links to their community. We hope you find it useful.

**From the team of NEWKD Home Visitation Service
NEWKD, 20 William Street Upper,
Listowel, Co. Kerry, V31 TR68**

Telephone: 068 23429

Important Telephone Numbers



EMERGENCY SERVICES	999/112
SOUTH DOC	1850 335 999
GARDA SIOCHANA	068 50820
UNIVERSITY HOSPITAL KERRY	066 7184000
HSE ADVICE LINE:	1850 24 1850 (Callsave) (Call from 8am – 8pm Monday to Friday and 10am to 5pm Saturday and Sunday)
ESB EMERGENCY NUMBER	1850 372 999
NEWKD INFORMATION OFFICER	066 7148883
CITIZENS INFORMATION	0761 074000
ALONE	0818 222 024
SAMARITANS	116 123
PIETA HOUSE	1800 247247
KERRY'S CALL	087 9126184
HOME VISITATION SERVICE	068 23429
FARMS RURAL STRESS	1800 742645
MONEY ADVICE & BUDGETING SERVICE (MABS HELPLINE)	0818 072000 Monday to Friday 9am – 8pm

Useful Telephone Numbers



SAINT VINCENT DE PAUL
REGIONAL OFFICE, TRALEE

066 7128021

INTREO LISTOWEL
(DEPT OF SOCIAL PROTECTION)

0818 405060

HOME VISITATION SERVICE

068 23429

SENIOR ALERT SCHEME

068 23429/ 087 3579515

HOME MAINTENANCE SERVICE
(NEWKD)

068 23429

LOCAL LINKS

066 7147002

MOBILE LIBRARY

087 2896998 (North & West Kerry)

LISTOWEL LIBRARY

068 23044
(Monday-Saturday , 10am-5 pm)

BALLYBUNION LIBRARY

068 27615
(Tuesday-Saturday, 10am-1.30/2.30-5 pm)

HSE ADDICTION & ADVISORY SERVICE

076 1083000

HOMELESS INFORMATION CENTRE
(Tralee)

066 7117633

ADAPT WOMEN'S REFUGE

066 7129100

KERRY RAPE & SEXUAL ABUSE CENTRE

1800 633333

TUSLA (Child & Family Agency)

066 7161415

SENIOR LINE

1800 804591

(Confidential listening service for older people)

KERRY COUNTY COUNCIL HOUSING

066-7183500

NEWKD Information Officer

066 7148883

Ballyduff Family Resource Centre, (Mondays and Thursdays)



Citizens Information

Your direct route
for information



CALL

0761 07 4000

Mon-Fri 9am-8pm



LOG ON

www.citizensinformation.ie



DROP IN

260 locations
nationwide

Information and advice on:

- Income supports
- Health Services
- Employment rights
- Housing
- Social Welfare
- Education
- Family matters
- Many other topics

FREE & CONFIDENTIAL SERVICE

Active Retired



Offering friendship and support.

Active Retired Groups available in the following areas:

Asdee, Ballybunion, Ballyduff, Ballyheigue (Over 55s), Ballylongford (Go for Life), Listowel, Lixnaw, Moyvane / Knockanure and Tarbert / Bridewell.

For further information contact:

Telephone: (01) 873 3836

Website: <https://activeirl.ie/your-local-group>

Probus Clubs provide regular gatherings of persons who in retirement appreciate and value opportunities to meet others in similar circumstances and of a similar level of interest.

Website: <https://probusireland.com/>

Social Centres



Provide an opportunity to meet, socialise, partake in activities, training, health promotion and provide support for carers.

Social Centres are available in the following areas:

Abbeydorney/Kilflynn, Ballybunion, Ballyduff, Ballyheigue, Brosna, Causeway, Knocknagoshel and Lixnaw.

For further information contact:

HSE Community Work Department (066) 7195635

Day Care Centres



Provide mid-day nutritious meals, personal care, programme of activities, social contact and prevent loneliness.

Ard Cúram, Listowel

- Day Care Centre for Older People
- Fuchsia Centre - Day Care Centre for Dementia
- Stroke Day Centre
- Ard Cúram also run an alternate Stroke Service Programme, Parkinson's Service Programme and Keeping Well programme on Mondays.

Contact (068) 22986 or email ardcuram@gmail.com for further information.

Meals on Wheels Service



Providing nutritious meals within your community.

Meals on Wheels Services are available in the following areas:
Ballybunion, Ballyduff, Ballyheigue, Knockanure, Knocknagoshel & Listowel.

For further information contact:

HSE Community Work Department (066) 719 5635

Website: <https://mealsonwheelsnetwork.ie/contact/>

Community Laundries



Provides a service of washing and drying clothes.
Community laundries are available in the following areas:
Ballyheigue, Ballylongford, Castleisland, Knocknagoshel, Listowel, & Lixnaw.

For further information contact:

HSE Community Work Department (066) 7195635

When Stroke Strikes, Act F.A.S.T.



Our F.A.S.T. campaign wants to help everyone to achieve a better understanding of the warning signs of stroke. Stroke destroys two million brain cells every minute so TIME IS BRAIN. If you suspect that someone is having a stroke call 999 immediately.

“Stroke is Ireland’s third biggest killer but hundreds of lives could be saved each year if more people knew that stroke is a medical emergency.”

SPOT A STROKE

F.A.S.T.



FACE Drooping



ARM Weakness



SPEECH Difficulty



TIME to Call 999

Kerry Stroke Day Service



This is a post stroke service with physiotherapy, occupational therapy and Nursing Support. It provides a planned programme including physical and mental stimulation activities which promote health and wellbeing, sustain motivation and optimise functional gain and provide information on community services.

The programme runs for one day a week for 6 weeks. Referrals are accepted from anyone who has had a stroke or from any healthcare professional.

Contact Baile Mhuire Day Care Centre Tralee: 066 7123373

Kerry Stroke Support Group



This is a peer led support group for those who have had a stroke. Monthly meetings are held where stroke survivors can meet other people who have had a stroke, enjoy a chat and a cup of tea, take part in activities and is an opportunity to meet the Stroke day service team who may be able to assist you with any queries you have.

Contact: 087 3586451



Community Healthcare Network 1

Community Healthcare Networks are a foundational step in building a better health service and shifting towards Primary Care and community based service provision. The Community Healthcare Network structure enables a better service for those who use our health and social care services and for staff delivering them. Community Healthcare Networks provide the framework for future healthcare reform and support Slaintecare’s vision of integrated community based care in the Right Place and at the Right Time.

Community Healthcare Networks are geographically based units consisting of, on average, 3 Multidisciplinary Clinical Teams. The teams manage and deliver local services to a defined catchment area. They work together to meet the needs of the population within this area. There are 14 Community Healthcare Networks in Cork and Kerry.

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The Community Healthcare Networks aim to:

- ➔ Strengthen collaborative multi-disciplinary team working in Primary Care.
 - ➔ Ensure more coordinated and consistent care for people using our services.
 - ➔ Improve integration with other community services.
 - ➔ Manage and deliver local services to a defined population.
-

Community Healthcare Network 1 has a total population of 46,371 and comprises of 3 Primary Care Teams;

- 1** Kerry Head
- 2** Listowel
- 3** Castleisland

The Primary Care Team in CHN1 includes: Physiotherapy, Speech and Language Therapy, Occupational Therapy, Dietetics, Podiatry, Social Work and Public Health Nursing. We work closely with team members in Psychology, Mental Health Services, Disability Services, Older Persons, G.P.’s and a suite of community voluntary groups/organisations to meet the healthcare needs of our population using a Home First Model to service delivery.

Telephone: 068 56101

Kerry Integrated Care Programme for Older People



The Kerry Integrated Care Programme for Older Persons (Kerry ICPOP) developed an ambulatory care hub. The hub provides rapid access to specialist multidisciplinary assessment for complex older people who are at risk of hospital attendance or admission and require specialist intervention to maintain in the community.

The team includes consultant geriatricians, NCHD's, an older persons case co-ordinator, specialists nursing, physiotherapy, occupational therapy, dietician, speech and language therapy, Advanced Nurse Practitioners and therapy assistants. Referrals to ICPOP are made through Healthlink.

An information roadshow is planned over the coming months.

Contact:	The Kerry ICPOP Hub is located in the McAuley Unit, Balloonagh, Tralee, V92 K383,
Phone:	066-7184910
Email:	Kerry.icpop@hse.ie



Memory Technology Resource Room

This room show cases a wide variety of assistive technologies, which may be of assistance to people with memory difficulties.

Typical equipment you can see includes:

- Easy to use remote controls/radios
- Phone with pictures of family members on the handset
- Speaking clocks and calendars that remind you about appointments and other important dates.

The service also offers an opportunity to speak to an occupational therapist. This is a person who gives practical advice on managing challenges as a result of memory difficulties.

**Memory Technology
Resource Room, Baile
Mhuire, Tralee, Co. Kerry.**

**066 7123373
086 780 9989**



Reablement Service



The Reablement Service supports you to live independently at home. This service offers support to people to regain or maximise their ability to live independently following a set back, such as a period of illness or injury.

Reablement is a short term assessment and home support service, lasting 4-6 weeks or less, which aims to support you to do things for yourself rather than relying on others. Many people can live independently in their own home after Reablement without the need for further support.

Contact your local Public Health Nurse for further information.

Health Centres & Public Health Nurses

There are Public Health Nurses working from every Health Centre in your area who provide a range of services to people in their homes.

The HSE provides a broad range of services for older people in our community, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home helps. There are also a large number of private nursing homes registered with the HSE.

Area	Contact info:
Ballyheigue Health Centre	066 7133478
Lixnaw Health Centre	068 56100
Causeway Health Centre	066 7131221
Listowel Health Centre	068 56100
Causeway Health Centre	066 7131221

Kerry Respite Care



Kerry Respite Care is a social enterprise and a registered charity. We have developed an excellent reputation supporting older people and people with disabilities or long-term illnesses to continue living at home.

We provide care 24 hours a day, 7 days a week, including nights and public holidays. We are a non-medical service.

Contact 066 7102796

Home Support Service for Older People

The HSE Home Support Service (formerly called the Home Help Service or Home Care Package Scheme) aims to support older people so they can stay in their own homes for as long as possible.

The Home Support Service provides you with support for everyday tasks including:

- Getting in and out of bed
- Dressing and undressing
- Personal care like showering and shaving.

The support you receive depends on your individual needs. These supports are provided by the HSE or by an external provider, approved by the HSE.

Costs

The Home Support Service is free. You do not need a medical card to apply and your income will not be assessed. However, if you arrange additional home supports, over and above the level funded by the HSE, you will have to pay for these.

Who can apply?

The Home Support Service is available to people aged 65 or over who may need support to continue living at home or to return home following a hospital stay.

Sometimes exceptions are made for people younger than 65 who may need support.

For more information about Home Support services contact your local Public Health Nurse or call 066 7104800.

Better Balance Better Bones

Better Balance Better Bones is a physical activity programme, which runs for 8 sessions over 8 weeks. It aims to improve one's strength and balance. The exercises have been researched to keep people steady on their feet. The programme is suitable for people who walk independently. Classes are running throughout the county.

Contact 085 2537742

Health Card Schemes

Drugs Payment Scheme Card

Everyone is entitled to a Drugs Payment Scheme (DPS) card. This card means an individual or family need not pay any more than €124 each calendar month for

- Approved prescribed drugs and medicines
- Rental costs for a continuous positive airway pressure (CPAP) machine
- Rental costs for oxygen

Why should apply?

If you don't have a medical card and you pay more than €124 a month for any of these, you should apply to have and use this card.

Anyone who is '*ordinarily resident*' in the Republic of Ireland can apply. '*Ordinarily resident*' means that you are living here and plan to live here for at least one year. There is no means test for a DPS card.

For more information on Health Card Schemes:

Contact: Drug Payment Scheme
Client Registration Unit

Address: PO Box 12966, Dublin 11

Phone: 1890 252 919
01-8647100

Emai: clientregistration@hse.ie

Medical Cards

If you have a medical card issued by the Health Service Executive (HSE), you can get certain health services free of charge. Normally, your dependant spouse or partner and your children are also covered for the same health services.

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.

For more information on Medical Cards:

Contact: Your local Health Office

Phone: Locall: 1890 252 919

Emai: clientregistration@hse.ie

GP Visit Cards

If you do not qualify for a medical card on income grounds, you may qualify for a GP visit card.

How to get more information about a GP Visit Card:

Contact: Your local Health Office

Phone: Locall: 1890 252 919

Emai: clientregistration@hse.ie

European Health Insurance Card:

The European Health Insurance Card (EHIC) allows you to get healthcare in another EU or European Economic Area (EEA) state for free, or at a reduced cost.

It covers you if you are on holiday, or on a short-term stay. A short-term stay is generally accepted as less than three months. The exception to this is a student who may be considered a visitor on a short-term stay up to a full academic year.

The EHIC replaces the old E111 form. You need one for each member of your family. It's free and there's no charge to apply.

How to get more information about the EHIC:

Contact:	Your local Health Office
Phone:	066 7184500
Address:	Kerry Local Health Office Rathass Tralee Co. Kerry

Housing Grants

There are three types of grants available to help older people with a disability to do necessary alterations to their house.

There is one single application form to apply for all three grant schemes.

1. Housing Adaptation Grant for People with a Disability

The Housing Adaptation Grant for People with a Disability is available to help carry out work which is reasonably necessary. It is for work that will make a house more suitable to accommodate a person with a disability who has an enduring physical, sensory, mental health or intellectual impairment. The types of work allowed under the scheme includes:

- Access ramps
- Downstairs toilet facilities
- Stair-lifts
- Accessible shower
- Adaptations to facilitate wheelchair access

- Extensions
- It also includes any other work that is reasonably necessary to make the house more suitable to accommodate a person with a disability.

2. **Housing Aid for Older People**

The Housing Aid for Older People Scheme helps older people living in poor housing to carry out necessary repairs or improvements.

The scheme gives grants for work like:

- Structural repairs or improvements
- Re-wiring
- Repairs to or replacement of windows and doors
- Providing heating, water and sanitary services
- Cleaning
- Painting
- Dry-lining

3. **Mobility Aids Housing Grants Scheme**

This scheme covers basic work to address mobility problems, mainly but not only, associated with aging. The type of work the scheme will give grants to include:

- Grab rails and stair-lifts
- Access ramps
- Level-access showers.

It will also give grants for other minor necessary work to facilitate the mobility needs of a member of a household.

How to get more information about Housing:

Contact: Kerry County Council,
Housing Department

Phone: 066 7183500

Address: Kerry County Council
Rathass
Tralee
Co. Kerry

Community Centres



CENTRE NAME	CONTACT NUMBER
Abbeydorney Parish Community Hall	066 7135219
Ballybunion Community Centre	068 27799
BUDS Family & Community Resource Centre	066 7148883
Ballyheigue Family Resource Centre	085 1766304
Duagh Family & Community Resource Centre Ltd	068 45333
Kerryhead / Ballyheigue Family Resource Centre	066 7116961
Kilmoyley Community Care Centre	087 8377528
Knockanure Community Centre	068 49799
Lixnaw Community Centre	086 6697367
Listowel Family Resource Centre CLG	068 23584
Listowel Community Centre	068 22244
Tarbert Community Centre	087 9243737

Rambling Houses



Knockanure Rambling House

086 3090948

A monthly rambling house for people of all ages in the community consisting of Irish music, song, dance and storytelling.

Knockalougha Rambling House

087 2291583

A rambling house takes place on the 3rd Tuesday of every month to keep alive the culture and heritage of the people and place of the area.

Social Prescriber

Social Prescribing supports the health and wellbeing of people by linking a person into local groups and activities.

**Ballyheigue Community
Centre**

066 7133837

**Listowel Family Resource
Centre CLG**

068 23584



A FREE telephone call service for older people and individuals who may feel lonely, isolated or vulnerable at this time

What is Kerry's Call?

- Kerry's Call is a FREE Service providing a phone call 3 days a week on Tuesday, Wednesday & Thursday from 11am to 4pm to people living in Kerry.
- The call service is operated by Telephone Befrienders who are Garda Vetted and Fully Trained, who aim to reduce social isolation and increase well-being.
- You will receive the call at a time that is suitable to you.
- Your caller will touch base with you to check on how your day is going and have a chat.

For further information contact: **Julianne O' Connor**
Mobile: (087) 9126184 | **Email:** kerryscall@gmail.com



Men's Shed



A men's Shed is a dedicated, friendly and welcoming meeting place where men can come together. It's a place where men can share their skills and knowledge with others and learn new skills. Most importantly, there is no pressure, men can just come and have a chat and a cuppa if that's all they're looking for. Good health is based on many factors including feeling good about yourself, being productive and valuable to your community, connecting to friends and maintaining an active body and an active mind.

Contact Men's Shed Association on 01 8916150

Hydrotherapy Pool

There is hydrotherapy pool at Kerry Sports Academy at the MTU North campus in Tralee. The hydrotherapy pool is accessible to the public 7 days a week. The pool water is heated to 32-33.5 degrees and has a stepped entrance for ease of access to the pool, along with a chair hoist and ceiling hoist for those with mobility issues or disabilities.

Activities include Hydro4Health (a low/moderate intensity exercise class) HydroHIIT (high intensity exercise class), adult swim times. All sessions are 45 minutes and must be pre-booked by phone. Exercising in a hydrotherapy pool can be particularly beneficial for recovery after a stroke in terms of improving walking function, balance, and it's an excellent way to re-learn physical skills without placing undue stress on the body.

**Contact Kerry Sports Academy on 066 7144200 or
online at www.kerrysportsacademy.ie**

Listowel Community Centre

Listowel community centre is a centre of excellence and wellbeing and is a significant part to our older adult group activities. It cultivates individuals to move better, feel better and live a fuller life.

**Contact the Centre manager
on 087 3513758 / 068 22244**

An Garda Síochána

Crime Prevention Information Sheet



Personal Safety

Security for the Older Person



Introduction

Believe it or not - older persons are less often the victims of crime than many of their younger neighbours. Cases of assault are infrequent, although we would all love if they never happened at all.

Older persons 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 aging can make older persons feel vulnerable and more fearful of becoming a victim of crime.

Home Security

- Fit a door viewer. This will allow you to safely see who is outside prior to opening the door.
- Fit a door chain / limiter. This will allow you to open the door partly while still allowing you some control over security.
- Front and rear doors should be kept locked day and night. Windows should also be locked.
- Keep a list of emergency numbers that you can refer to in an emergency situation e.g. family, relations, neighbours, Gardaí, doctor, district nurse etc.
- If you have a mobile phone, ensure that you have emergency contact numbers recorded under the ICE (In Case of Emergency) system.
- Keep a Personal Information Pack in your fridge (see Age Action Ireland website for further information).
- Number your house clearly so that Gardaí and emergency services can find you quickly when necessary

Distraction Burglary

Some burglars will try to trick their way into your home. A distraction burglary is where a bogus caller to your home gains entry on a pretext / lie or creates a diversion so that an accomplice can sneak in separately.

Unfortunately, older persons are frequently targeted with this crime. Bogus callers will say anything to get into your home -

"There's been an accident, can I call an ambulance?"

"I've broken down, can I use your phone?"

"I've had a fall, could I have a glass of water?"

"I'm from the council, there's a burst main, I need to turn off your supply" etc.

Some will keep you talking at the front door while their accomplice sneaks in the back door. In all cases you need to be **wary of strangers calling to your home**. Take precautions -

- Do not open the door to anyone before you've checked who it is and what they want. Use your door viewer and chain / limiter.
- Check identification, where appropriate.
- Do not leave strangers unattended at your doorstep.
- Ensure your back door is locked when you answer a call at the front door.

**Remember -
if in doubt, keep them out**

Cash / Financial Security

Thieves and burglars love nothing better than cash. It is therefore important to observe the following as far as possible -

- Do not keep large amounts of cash in your home. Use banks, building societies, credit unions, post offices etc. as much as possible.
- Keep all credit and debit cards in a secure location, including bank and other financial books and statements etc.
- Old, out-of-date cards should be appropriately destroyed
- Do not give your credit / debit card passwords to anybody.
- When out and about, avoid having large sums of money on your person.

**FOR FURTHER INFORMATION ON THIS OR OTHER CRIME PREVENTION ISSUES,
PLEASE CONTACT**

your local GARDA CRIME PREVENTION OFFICER

or

visit the Garda website at www.garda.ie

Property:

Mark your property and record serial numbers where appropriate. It makes it easier to identify if stolen and recovered. UV markers and/or special etching tools can be used. Use a unique reference number such as your initials and date of birth. Seek advice about marking high value property e.g. antiques, paintings etc.

It is also a good idea to photograph your property. Photograph items such as jewellery against a ruler or some other common household item (for size reference). If taking digital photos, keep copies of your property photographs elsewhere than on your own computers.

Make use of good neighbours.

Having and being good neighbours is a vital component in the prevention of crime, in feeling secure and in reducing the fear of crime. This is particularly important for the older person. A good neighbour is someone who keeps an eye on their neighbours' property and calls regularly to see if everything is OK.

You too can be a good neighbour, its all about awareness of what is happening around you and keeping a friendly lookout for the person near you. Arrange a 'buddy system' with your peers to check on each other daily. Consider also joining a Community Alert or Neighbourhood Watch scheme if there is one in your area. These schemes can assist in getting funding for various security systems available for qualifying older persons. Your local Garda station or Garda Crime Prevention Officer can provide more information on the setting up of such schemes.

Out and About

- Avoid travelling alone, where possible. Go with family, friends and neighbours.
- If travelling by car, keep all doors locked. Be alert when parking and getting in / out of your vehicle.
- On public transport sit as close to the driver or exit as possible.
- Keep cash to the minimum. Carry only credit / debit cards that you need.
- Keep wallets and purses out of sight; hand or shoulder bags should be kept close to the body and not dangling by the straps.
- Try to avoid walking at night. If you must, it is advisable to have a companion, walk in well-lit streets and as close to the roadside as possible.

Scams

Be alert to con artists. Don't fall for anything that sounds too good to be true.

- In general, do not give out personal information over the phone unless you know whom you are talking to. This also applies to internet communication.
- Do not give out your credit / debit card, bank account, social welfare numbers etc to anyone over the phone.
- Do not leave old and no longer relevant financial statements lying around. Shred as appropriate.

- Be wary of bogus trades people calling to your door and advising you that your roof needs to be repaired, gutters are blocked and need to be cleared, trees need to be felled etc.

Elder Abuse

Elder abuse can fall into the following categories -

- Physical abuse
- Psychological abuse
- Financial abuse
- Material abuse
- Sexual abuse
- Neglect (active or passive)

In many cases, the victim can be subjected to more than one type of abusive behaviour.

Everybody has the right to be free from abuse and neglect. If you are a victim of elder abuse, or you suspect someone of being the victim of elder abuse, report it to the appropriate authorities.

Conclusion:

Following the advice in this leaflet will help to stop you becoming a victim of crime. Your local Garda Crime Prevention Officer can also help in this regard.

In the event that you are threatened by physical force do not resist. Try to remain calm and, if possible, concentrate on getting a good description of the culprit.

The advice contained in this information sheet is not intended to be exhaustive or absolute.

Nothing contained in this publication should be interpreted as mandatory, obligatory or designed to conflict with any statutory regulations.

Useful Contacts and Links

The Garda National Crime Prevention Unit,
Garda H.Q., Harcourt Square, Dublin 2.
Tel: (01) 6663362, Fax: (01) 6663314
Email: crime_prevention@garda.ie

An Garda Síochána
www.garda.ie

Age Action Ireland
www.ageaction.ie

National Council on Aging & Older People
www.ncaop.ie

Health Service Executive
www.hse.ie

Department of Health & Children
www.dohc.ie

Dept. of Social, Family & Community Affairs
www.welfare.ie

Seniors Alert Scheme



What is it?

Its purpose is to enable older persons of limited means to continue to live securely in their homes with confidence, independence and peace of mind by providing them with a free personal monitored alarm. It is administered locally by community and voluntary groups from your area.

How does it work?

Older people get a free personal alarm or pendant. The alarm can be worn as a pendant or around the wrist like a watch. When pressed it connects wirelessly to a base unit, usually attached by phone. The base unit immediately sends a call to a 24 hr monitoring centre.

Who is eligible?

A person will be eligible if her or she is:

- Aged 65 years or older and;
- Of 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;
- Resides within the geographical area of the relevant registered organisation

- Able to benefit from the equipment supplied;
- Prepared to maintain contract with the registered organisation

How much does it cost?

It's Free, you will get the equipment with one year's monitoring free.

the only exception is where there is no suitable landline available and a mobile signal is used to connect the equipment. In this case a small fee may be required to cover mobile SIM rental cost.

After one year you will be asked to pay a monitoring fee. Your community group can advise of this cost in advance.

The scheme is funded by the Department of Rural and Community Development and administered by Pobal.

Contact us

068 23429

NEWKD, 20 Upper William Street,
Listowel, Co. Kerry.

For a full list of providers, see
www.pobal.ie/programmes/seniors-alert-scheme-sas

Protecting yourself against frauds



Door-step security

- ✓ **Always** ask any unfamiliar callers for identification.
- ✓ If you are not sure about a caller, ask them to leave their contact details and then check afterwards. **Genuine** callers will be happy to comply.
- ✓ If you are suspicious about a caller at your door call the Gardai.

Online

- ✓ **Always** log out of your email or bank account when you are finished.
- ✓ Delete any emails from individuals or organisations that look suspicious.
- ✓ 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 or other reward.

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.

DON'T STAY SILENT

If you are concerned about fraud speak to someone at your bank or contact your local Garda Station or in an emergency dial 999 or 112

You can also contact Age Action's Information Service

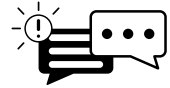
Age Action Information Service

Call: 01 475 6989 Monday to Friday 9am to 1pm and 2pm to 5pm

Website: www.ageaction.ie Email: helpline@ageaction.ie

Keep Control is a campaign developed by older people, for older people. It will help you to protect yourself from financial abuse and bullying. More information is available at: www.keepcontrol.ie

Community Alert Groups



Community Alert is a community safety programme for rural areas with an emphasis on older and vulnerable people. It operates as a partnership between the community and An Garda Síochána. It works on the principle of shared responsibility for crime prevention and reduction.

For information on your local community alert scheme contact Muintir na Tire.

**Contact Muintir na Tire Southern Regional Officer
on 021 7339001 / 086 8567770**



WILD ATLANTIC WAY

SLÍ AN ATLANTAIGH FHIÁIN



local link

Kerry

Travel Around Kerry

TFI Local Link Kerry provide bus services to over 90 towns and villages throughout Co. Kerry.

With a wide range of high frequency Regular Rural and Door-to-Door Bus Services to choose from, you can hop on board anywhere from Ballylongford to Bonane and Brandon Point to Barraduff.



TFI Local Link is part of the Transport for Ireland network

For a full list of services, visit: www.localinkkerry.ie/timetables or call 066 714 7002



Home **Visitation** Service

For Older People in North Kerry

NEWKD, 20 William Street Upper,
Listowel, Co.Kerry, V31 TR68
Tel: 068 23429

