

Directory of Services for Older People in Galway City and County



2025

Useful Telephone Numbers

Please feel free to complete this page yourself, so that you have your own useful numbers to hand with this Directory of Services.

General emergency – fire brigade, ambulance, or guards	Dial 999 or 112
ESB Fault or emergency – ESB Networks Ireland	1850 372 999
GAS Leak or emergency – GAS Networks Ireland	1850 205 050
Report an issue to Galway County Council	091 509 000 https://www.galway.ie/comments/
Report an issue to Galway City Council	091 536 400 https://www.galwaycity.ie/report-it-list
Samaritans	116 123
Pieta House	1800 247 247
My Emergency / Family Contact(s):	
My Eircode:	
My Medical Card Number:	
My GP / Doctor:	
My Chemist / Pharmacy:	
My Public Health Nurse:	

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Introduction

Foreword

The first Directory of Services for Older People in Galway City & County was published in 2011 in response to direct feedback from Older People and was updated in 2015. Following comprehensive engagement with the Older People's Councils in the City and County, a new Directory of Services was published in 2023.

In order to ensure that older people have access to accurate and up-to-date information on essential services, we gave an undertaking to review the information in the Directory of Services at regular intervals. The Working Group set up between the local authorities and HSE, in partnership with the Older People's Council, have now reviewed the Directory of Services for Older People. This has involved updating information which is out-of-date in addition to considering feedback received from individuals, agencies, and services.

As Joint Chairs of the Age Friendly Alliance for Galway City & County, we wish to offer heartfelt appreciation and thanks to the following who participated on the Working Group to review information for the Directory of Services:

- HSE: James Geoghegan, Fiona McCleane, Siobhan Donoghue, Claire Murphy, Eavanna Roche, Evelyn Fanning, Mary Joyse, Deborah Ryan, Kevin O'Connell, Aisling Keogh, Lisa Harold
- Local Authorities: Mary McGann, Katie Fahy, Francis Kane, Donal Clancy, Carmel Manfredi, Linda Potter, Ramona Burke, Chelsea McConn Joyce

We thank the members of the Older People's Executive Council of the City and County who took the time to review all the chapters. We also acknowledge the activities, initiatives, and projects being undertaken by the agencies and organisations on the Age Friendly Alliance which contribute to making our City and County **“a great place to grow old in”**.

We hope this updated Directory provides a wealth of useful information not only for Older People, but for their families and Carers, as well as Service Providers themselves.

Leonard Cleary, Chief Executive, Galway City Council

Liam Conneally, Chief Executive, Galway County Council

Background

This version of the Directory of Services for Older People has been developed on a partnership basis between Galway City and County Councils and the HSE as part of 2 primary initiatives:

The Age Friendly Programme:

The Galway Age Friendly Programme is coordinated by Galway City Council and Galway County Council and is part of a national network of Age Friendly Programmes which are supported by Age Friendly Ireland. These are in turn, part of a worldwide effort coordinated by the World Health Organisation (WHO), which aims to encourage active ageing by fostering safer, healthier, and more engaged communities, with access to infrastructure and services. When the Age Friendly Programme was originally developed, older people were asked to describe what made life easier for them and this feedback led to 8 World Health Organisation Themes for developing age friendly cities and counties:

Outdoor Spaces and Buildings	Transportation
Housing and Safety/Security	Community Support and Health Services
Respect and Social Inclusion	Social Participation
Civic Participation and Employment	Communication and Information

We have used these themes as the basis for providing information in this Directory of Services, and hope you find it easy to use.



The Galway Integrated Care Programme for Older People:

The aim of the Integrated Care Programme for Older People is to shift the delivery of healthcare for older people away from acute hospitals, and more towards community-based, planned, and coordinated care. The development of this community-based programme is informed by international evidence and best practice. It is designed to respond to the changing population profile of Ireland, and the challenges for health and social care services due to an ageing population. The objective of the programme is to improve the quality of life for older people by providing access to person-centred, integrated care and support which will support older people to live well in their own home and community. A key part of this person-centred approach is for the Integrated Care Programme to be aware of available resources at community level, which enable an older person to live and age well. Therefore, it is hoped that this guide will be of benefit, not just to older people and their carers but also to our health and social care service providers during the development and delivery of their services.



The information contained in this Directory came from various services, community & voluntary organisations, and individuals. We are conscious that it is by no means a complete source of information and is based on the information currently available.

If you wish to receive a copy of the Directory or make a submission:

This Directory of Services is available in soft/electronic copy on the websites of the local authorities and agencies on the Age Friendly Alliance. Hard copies will be made available through a range of agencies and facilities such as libraries, HSE offices, and community centres.

If you wish to receive a hard copy, or make a submission regarding any information to be amended or added in future to this Directory, please contact:

For Galway County: e-mail agefriendly@galwaycoco.ie

For Galway City: e-mail agefriendly@galwaycity.ie

Advice and Information

One of the main issues raised by older people in the City and County is knowing how and where to access the information they need. In this chapter, we point you towards the main agencies which provide advice and information to older people on entitlements, services, supports, and keeping active and healthy as you age.

Citizens Information Service

Galway Citizens Information Services provide free, impartial, and confidential information, advice, and advocacy services to the public in relation to a range of services and you can contact them at one of the following information Centres:

Clifden Citizens Information Service

EIR Building, Galway Road, Behind the Garda Station, Clifden, Co. Galway H71 YF77
Tel: 0818 07 7600

Galway City Citizens Information Service

Augustine House, St Augustine Street, Galway, H91 Y7XH
Tel: 0818 07 7600

Rosmuc Citizens Information Service

Rosmuc Innovation Centre, Rosmuck, Ionad Fiontair, Rosmuc, H91 F3FX
Tel: 0818 07 7600

Tuam Citizens Information Service

Centre for Education and Development Building (CED), Bru Bhríde, Church View, Tuam, H54 EY24
Tel: 0818 07 7740

Family Resource Centres

Family Resource Centres are a one-stop shop for a range of information, advice, supports, and services to families and individuals throughout all stages of the life cycle. Some of the Family Resource Centres host older persons groups or dementia cafes, older people's computer classes, clinics on welfare rights and entitlements and helping individuals on a one-to-one basis to fill out application forms, meals on wheels services, befriending services, counselling, and events to help people cope with loneliness and social isolation.

To find out the exact activities offered by each of the Family Resource Centres in Galway City & County you can contact them directly.

Name	Location	Contact Details
ARD Family Resource Centre	Doughiska, Galway City	Tel: 091 768 852 Email: martina@ardfrc.com http://ardfamilyresourcecentre.com/home/
Clann Family Resource Centre	Oughterard, Co. Galway	Tel: 091 557 6334 Email: clanninfo@gmail.com http://clannrescentre.com/
Gort Family Resource Centre	Gort, Co. Galway	Tel: 091 630 902 Email: administrator@gortfrc.com http://www.gortfrc.com/
Loughrea Family Resource Centre	Loughrea Co. Galway	Tel: 091 871 149 Email: info@loughreafamilyresourcecentre.ie https://www.loughreafamilyresourcecentre.ie/
Solas Family Resource Centre	Headford Co. Galway	Tel: 093 36 446 Email: info@solasfrc.ie https://www.solasfrc.ie/
Solas FRC Outreach Office	Ballygar, Co. Galway	Tel: 085 2521200 Email: coordinator@solasfrc.ie

Galway Public Libraries

Galway Public Libraries Services provide free access to information, and other educational, cultural, and recreational materials and services, for example:

- All libraries have free internet access, and newspapers, crossword puzzles, board games, and magazines are also available.
- All libraries are now designated Age Friendly Libraries which means that they have each put in place 3 actions to assist older people in accessing services, including for example, magnifying glasses, reading glasses, e-books, audio books, improved signage and accessibility, and comfortable seating areas for older people. They also have a collection of large print books, and a collection of books for the visually impaired. Dementia friendly signage has also been provided in Galway City Library in accordance with best practice in this area.
- With library membership, you have access to a broad range of information, learning, and advice, such as:
 - Healthy Ireland at your Library which provides a range of information on healthy ageing, and regular talks on various topics in this area.
 - Online Newspapers and Magazines: you can access newspapers and magazines from more than 120 countries or download and save them to read offline – you can even translate foreign language content in up to 18 languages at the press of a button!
 - Through Borrowbox, you can access e-books and e-audiobooks which you can download onto your digital device.
 - You can choose from over 400 online courses on topics from crafts & hobbies, personal development, pet care to DIY! You can also access free language courses in over 100 languages.
 - You can access information on how to research your family tree through local historical sources and old census records.
 - Libraries hold events during Bealtaine and Positive Ageing Week as well as a variety of information events and lectures throughout the year. Many libraries host events such as craft groups, knitting circles, reading groups, women's groups, and many of these groups have a large percentage of older people.

Full-Time Libraries in Galway City & County:

Galway City Library St. Augustine Street, Galway.	Tel: 091 509 094	Email: city@galwaylibrary.ie
Ballybane Library Castlepark Road, Ballybane.	Tel: 091 509 244	Email: ballybane@galwaylibrary.ie
Westside Library Seamus Quirke Road, Galway.	Tel: 091 509 091	Email: westside@galwaylibrary.ie
An Cheathrú Rua An Cheathrú Rua Theas.	Tel: 091 595 733	Email: ancheathrurua@galwaylibrary.ie
Ballinasloe Library McNevin Avenue, Ballinasloe.	Tel: 09096 43464	Email: Ballinasloe@galwaylibrary.ie
Clifden Library Market Street, Clifden.	Tel: 095 21092	Email: clifden@galwaylibrary.ie
Oranmore Library Main Street, Oranmore.	Tel: 091 792 117	Email: oranmore@galwaylibrary.ie
Loughrea Library Church Street, Loughrea.	Tel: 091 847 220	Email: loughrea@galwaylibrary.ie
Portumna Library Castle Avenue, Portumna.	Tel: 09097 41261	Email: portumna@galwaylibrary.ie
Tuam Library High Street, Tuam.	Tel: 093 24287	Email: tuam@galwaylibrary.ie

There are part-time library services in the following locations: An Spidéal, Athenry, Ballygar, Dunmore, Eyrecourt, Glenamaddy, Gort, Headford, Inis Meain, Inis Mor, Inis Oirr, Inishbofin, Killimor, Leenane, Letterfrack, Moylough, Oughterard, Roundstone, and Woodford. In addition, there is a mobile library service which travels to 29 smaller towns and villages on a fortnightly basis.

To join the library, call into your local library with photo identification and proof of address, or you may also join online at <https://galway.spydus.ie/cgi-bin/spydus.exe/MSGTRN/WPAC/JOIN>

To get more information on the mobile library service for your area, tel: 091 509 388 or email mobile@galwaylibrary.ie

Galway Local Authorities

Local Authorities provide a large range of infrastructural services including planning, roads, water & wastewater services, housing, fire services, burial grounds, and libraries. Local Authorities also coordinate a wide range of funding schemes and supports to improve community, economic, arts, heritage, environmental and social development of our communities.

You can contact Galway City Council at:

Address: City Hall, College Road, Galway, H91 X4K8

Telephone: 091 536 400

Email: customerservice@galwaycity.ie / seirbhisdochustaimeiri@galwaycity.ie

Online: <https://www.galwaycity.ie/report-it-list>

You can contact Galway County Council at:

Address: Áras an Chontae, Prospect Hill, Galway, H91 H6KX

Telephone: 091 509 000

Email: customerservices@galwaycoco.ie / gaeilge@cocogaillimh.ie

Online: <https://www.galway.ie/Comments>

Health Insurance

The purchase of private health insurance is an important decision, and you need to consider your personal needs and circumstances against available plans and their prices, before making your final decision. The Health Insurance Authority is the statutory regulator of the private health insurance market. Their website offers a comparison tool to provide you with an independent overview of the features and benefits of each regulated private health insurance product currently available. You can filter your search according to aspects of healthcare that may be more important to you, for example, hospital types, consultancy fees, amount of excess payable by you, etc. It is important to note that you cannot purchase health insurance on the site, however, it gives you a useful high-level guide of the types of plans & prices which private health insurers have notified to the website. You are of course ultimately responsible for ensuring the final product meets your needs and circumstances, by reviewing all the terms & conditions of the product through the relevant Health Insurance Company.

Helpline: 01 406 0080 Website: <https://www.hia.ie/health-insurance-comparison>

Legal Advice

FLAC (Free Legal Advice Centres) is an independent voluntary organisation who offer free and confidential information and advice to the public regarding their legal rights. Please note that if you already have legal representation, the Free Legal Advice Centre cannot give you a second opinion on your legal issue. FLAC offer a limited number of Phone Advice Clinics in association with the Citizens Information Services, and you can make an appointment by contacting your local Citizens Information Service.

Contact Clifden or Galway City Citizens Information Centres:

Tel: 0818 07 7600

Contact Tuam Information Service:

Tel: 0818 07 7740

There is also a Free Legal Advice Centre for the Irish Language and Gaeltacht Community which is a partnership between Conradh na Gaeilge and the Free Legal Advice Centres (FLAC). These free legal advice services are provided 'as gaeilge' by Irish-speaking barristers and solicitors and the service can also put you in touch with solicitors in your area who provide a service through the medium of Irish.

To contact the *Irish Language and Gaeltacht Community* free legal advice service:

Tel: 01 475 7401

E-mail: nuigflac@gmail.com

Money Advice & Budgeting

The Money Advice and Budgeting Service is the State's money advice service which offers free, independent, non-judgemental, and confidential advice for people who are in debt, or at risk of getting into debt. They will work with you to identify the type of support you need, and whether you need to meet with a Money Adviser. Their helpline is open Monday to Friday 9am - 8pm and their office opening hours are Monday to Friday 9:00am - 1:00pm and 2:00pm - 5:00pm (closed during lunch).

Money Advice & Budgeting Service Galway City

Aran Suite, Granary Suites, 58 Lower Dominick Street, Galway, H91 D296

Tel: 0818 07 2507

Email: galway@mabs.ie

Money Advice & Budgeting Service Loughrea

Piggott Street, Loughrea, H62 H721

Tel: 0818 07 2580

Email: loughrea@mabs.ie

Money Advice & Budgeting Service Tuam

Unit 4, Mellows House, Barrack Street, Tuam, H54 Y677

Tel: 0818 07 2560

Email: tuam@mabs.ie

National Support Groups for Older People

As people are living longer, and spending more of their active life in retirement, many organisations have been set up to advocate on behalf of older people, and to support and advise them on accessing activities, supports, and services in their older age.

Age Friendly Ireland:

Age Friendly Ireland is the national organisation responsible for the Age Friendly Programme in each local authority. It operates through Meath County Council as a shared service centre for all local authorities in the country. The shared service operates several national structures to liaise with government departments and issues technical guidance on a range of publications on how to make our cities and counties more age friendly places. Age Friendly Ireland also issue a weekly newsletter which provides information on age friendly activities and initiatives, including changes in government policy which affect older people.

To access age friendly publications, go to:

<https://agefriendlyireland.ie/category/publications/guidelines-toolkits/>

To access the weekly age friendly newsletters, go to:

<https://agefriendlyireland.ie/news/>

Age & Opportunity:

Age & Opportunity is a national organisation to promote positive attitudes towards older people and ageing, and they provide services across 3 main goals:

- Active: they provide a range of sport and physical activity programmes and a helpline aimed at helping older people to become more active. For more information on these, please go to the Social Participation Chapter.
- Arts: they coordinate programmes such as Bealtaine to create meaningful opportunities for older people to engage in culture & creativity.
- Engage: they provide a range of courses and workshops for groups, communities, and organisations aimed at positive and healthy ageing, which can be delivered online or in-person.

To contact Age & Opportunity about any of their programmes:

Tel: 01 268 8607

Email: info@ageandopportunity.ie

Website: <https://ageandopportunity.ie/#phone>

Age Action Ireland:

Age Action Ireland is a charity which promotes positive ageing and advocates on behalf of older people for better access to services which enable them to participate in society and to live full, independent lives. Age Action also provides services such as:

- Care and Repair Service – you will find more information on this in the Housing Chapter.
- Computer Training – in addition to providing training, there are also guides to getting set up on e-mail, using zoom, etc., accompanied by a video tutorial by Mary Kennedy. You can find all these guides and video tutorials on their website at www.ageaction.ie and if you require hard copies, can telephone Age Action on 01 873 0372.
- Information Service - you can contact their trained Information Officers to get information on a range of issues and services affecting older people by telephone on 01 475 6989 or e-mail info@ageaction.ie

ALONE:

ALONE works with all older people, including those who are lonely, isolated, frail or ill, homeless, living in poverty, or are facing other difficulties, to provide support or refer them to an organisation who can provide the support they require. Their main services are:

- Coordinated Support Service – this service gives an individual support to resolve all types of difficulties to enable them to ‘age in place’ in their home by linking them with services and providing information and advice on entitlements.
- Befriending – this service matches a befriending volunteer with an older person requiring companionship, and the befriending can be provided by in-person visitation or telephone support and befriending.
- Supportive Housing – ALONE is an approved housing body which provides independent living with supports to people over 60 who are eligible for housing (see further details in the housing chapter).
- Campaigns for Change.

You can contact ALONE’s national support and referral line, 7 days a week from 8am-8pm, on 0818 222 024, and can refer someone to their services on their website at <https://alone.ie/make-a-referral/#Referral-Form>

Barnardos Boarded Out Practical Support Service:

Boarded Out is a term used to describe children who were fostered or raised with families other than their own in Ireland. This happened mainly between 1920 and 1970, with many children boarded out on farms in rural areas, however, some children were also placed in homes in larger towns and cities. The aim of this new service by Barnardos is to provide practical supports to adults who have been boarded out, nursed out, or fostered prior to the Child Care Act 1991. It is a free and confidential service which can accept referrals from professionals, the community, or directly from individuals.

To access referral forms, or make an enquiry about this service, contact

Barnardos at:

Tel: 091 454 489

National Helpline: 01 454 6388

Email: birthhistory@barnardos.ie

Website: www.barnardos.ie

Family Carers Ireland:

Family Carers Ireland are the national charity which supports over 500,000 family and young carers across the country who care for loved ones such as children or adults with care needs. This organisation provides supports in the community and promotes the health, wellbeing, and quality of life of family carers and those for whom they care. Family Carers Ireland highlights the contribution of family carers in society and aims to improve the lives of Family Carers and to ensure that they are properly recognised and supported. Family Carers Ireland believes that no one should have to care alone.

The local branch of Family Carers Ireland in County Galway is:

Family Carers Ireland, The Glebe, Tuam, Co. Galway, H54 HP08.

Tel: 093 30061

National Freephone Careline: 1800 24 07 24

Website: www.familycarers.ie

Sage Advocacy:

Sage Advocacy supports vulnerable adults, older people, and healthcare patients to make decisions about their life and assists them in dealings with home care, returning home from hospitals and nursing homes, and providing advice to people who have complaints about healthcare or care settings. They have staff and trained volunteers who provide support on simple issues to complex advocacy challenges in all types of care settings.

You can make a referral to Sage via their website at www.sageadvocacy.ie/contact and can contact them by telephone on 01 536 7330.

Third Age:

Third Age is a national voluntary organisation celebrating the third age in life when people may no longer be in paid employment, but remain healthy, fulfilled, and continue to contribute to society. As well as advocating on behalf of older people, they provide the following programmes which are focused on enabling people to “age in place” in their community but which also provide volunteering opportunities for able older people in the community:

- Seniorline Helpline – this is a confidential listening service for older people provided by trained older volunteers, and is available if you are feeling lonely, worried about something, or if you just need a chat. The service is available free of charge 365 days a year from 10am-10pm and can be accessed by freephone to 1800 80 45 91.
- Fáilte Isteach – this is a community-based project which involves older volunteers welcoming and assisting migrants through conversational English classes which is hugely beneficial to social integration and wellbeing at a community level. Fáilte Isteach classes are available at over 10 locations in Galway City & County and communities who are interested in starting up a local group can contact Third Age on 046 9557766 or can submit a query on their website at www.thirdageireland.ie
- AgeWell Service – this is a service to combat loneliness and social isolation where an AgeWell Companion visits someone weekly and also makes two phone calls between visits to see how an older person is doing. Referrals for people over the age of 60 can be made through Community Services, Primary Care Teams, Gardai, family, friends, or self-referral. Any referral can be e-mailed to agewell@thirdageireland.ie Adults aged 50+ can volunteer to be trained as an AgeWell Companion and can get in touch with the AgeWell Team via their website.

seniorline

National Confidential Listening Service for Older People

Freephone 1800 80 45 91

Helpful Phonedines

Age Friendly Care from Eir

Have a dedicated phonedine to provide support to older customers

Open 10am – 4pm (Monday to Friday)

Phone: 1800 252 252

THINKING AHEAD

*What if a day comes when you are unable to make decisions for yourself?
What if you are suddenly taken ill, are involved in an accident, or lose your ability
to think clearly or independently?*

Do your closest family members or friends really know your wishes?

Thinking Ahead:

The Irish Hospice Foundation has a booklet called “Think Ahead Planning Pack” which encourages you to gather your thoughts about your financial and legal affairs and write down your personal wishes for future medical and personal care, end of life and after death/funeral wishes. This could commence with identifying a trusted person to appoint with Enduring Power of Attorney through your Solicitor, who will have legal authority to make financial, property, and personal welfare decisions in the future if you no longer have decision-making capacity. You can access the pack at this link - [Think-Ahead-Complete-Planning-Pack.pdf](https://www.hospicefoundation.ie/Think-Ahead-Complete-Planning-Pack.pdf) ([hospicefoundation.ie](https://www.hospicefoundation.ie))

Nomination of your Credit Union Account:

This is a unique facility for Credit Union Members, which allows you to nominate a person of your choice to receive the property of your Credit Union Accounts upon your death, up to a current maximum of €27,000. A completed Nomination must be signed and witnessed at your local Credit Union and can be changed as often as you like depending on changes in your personal circumstances. It is important to note that this nominated property/amount does not form part of a deceased person’s estate, which is particularly of benefit if the member dies without leaving a will, as the property left in the credit union account will not have to pass through the somewhat slow legal process where someone dies intestate (without making a will).

Making a Will:

It is important to make a will to make sure that your wishes are carried out and it also makes it easier and less costly to administer your estate after your death. A solicitor can advise you about drafting a will and your local Citizens Information Service has general advice on making a will. You do not have to make a will - if you die without making a will, there are set rules about what happens to your estate – the legal term is that you died ‘intestate’ and your estate will be distributed between your surviving family members in the way that is set out in law. <https://www.citizensinformation.ie/en/death/before-a-death/making-a-will/>

Dealing with bereavement:

Your Citizens Information Centre has a practical guide to dealing with bereavement which answers questions you may have on accessing money, getting help with funeral expenses, dealing with your loved one’s estate, and other practical issues you may be worried about. You can access it online here: [Bereavement counselling and support services](https://www.citizensinformation.ie/en/death/bereavement-counselling-and-support-services) ([citizensinformation.ie](https://www.citizensinformation.ie))

Entitlements

This chapter contains a brief guide to the range of entitlements for older people. The Citizens Information Service publish a useful and practical guide to services and rights for people aged over 60, or if you have access to online services, you can request it by e-mail from galway@citinfo.ie or download it from the range of publications on their website at <https://www.citizensinformationboard.ie>

Health Entitlements

Carers Support Grant:

The Carer's Support Grant is paid to carers once a year by the Department of Social Protection (it used to be called the Respite Care Grant). The grant is paid automatically to people getting Carer's Allowance (both full rate and half-rate), Carer's Benefit or Domiciliary Care Allowance. If you are not getting one of these payments, you may still apply and qualify for the Carer's Support Grant if you are providing full-time care. The grant can be used in whatever way suits the individual family. It can be used to pay for respite care but does not have to.

For further information, contact:

Department of Social Protection, Carers Support Grant Section, Government Buildings, Ballinalee Road, Longford, N39 E4EO.

Tel: 043 334 0000

Email: respitcare@welfare.ie

Website: <https://www.gov.ie/en/service/16220307-carers-support-grant/>

Drugs Payment Scheme:

Under the Drugs Payment Scheme (DPS) you or your family will not pay more than €80 each calendar month for:

- approved prescribed drugs and medicines
- rental costs for a continuous positive airway pressure (CPAP) machine
- rental costs for oxygen
- incontinence wear

You can apply for the scheme if you do not have a medical card and you pay more than €80 a month for any of these. There is no means test for this scheme.

For further information, contact:

Drugs Payment Scheme, Client Registration Unit, PO Box 12966, Dublin 11, D11 XKF3

Tel: 0818 224 478 Email: nmccu.cod@hse.ie

Apply Online: <https://www.mydps.ie/>

Website:

<https://www2.hse.ie/services/schemes-allowances/drugs-payment-scheme/card/>

GP Visit Card:

If you have a GP Visit Card, you don't have to pay to see your doctor/GP. Everyone over 70 living in Ireland is automatically entitled to a GP Visit Card, regardless of income. If you have a Medical Card, you don't need a GP Visit Card as GP fees are covered under your Medical Card. For people aged 8 to 69 years of age, access to GP Visit Cards is means-tested and you must apply online.

For further info: <https://www2.hse.ie/services/schemes-allowances/gp-visit-cards/>

To register for over 70's Card: <https://www.sspcrs.ie/portal/free-gp-70-web/pub>

Or telephone 0818 22 44 78 to order an application form in the post.

Email: pcrs.applications@hse.ie

Medical Card:

A medical card allows you to access GP services and community health services including the provision of some health-related aids and appliances and most prescription medicines free of charge. A Medical Card also covers public outpatient and inpatient hospital services, eye and ear tests, and dental checks. Being eligible for a medical card depends on your circumstances. If you do not automatically qualify for a medical card, an assessment will be carried out to see if you qualify under other criteria. If you are 70 or over you qualify for a medical card if your gross income is:

- not more than €550 a week if you are single.
- not more than €1,050 a week for a couple.

For further info: <https://www2.hse.ie/services/schemes-allowances/medical-cards/>

Telephone: 0818 22 44 78 to order application form in the post.

Alternatively Contact:

HSE Community Healthcare West, 25 Newcastle Road, Galway

Telephone: (091) 523 122

An emergency medical card is a medical card that is issued without a means test in certain emergency situations. You can get an emergency medical card if you:

- Have a terminal illness and have been told you have 24 months or less to live or
- Are receiving end-of-life treatment or
- Need urgent ongoing care and urgently need a medical card.

You can apply for an emergency medical card to:

Client Registration Unit, 4th Floor, HSE PCRS, Finglas, Dublin 11

Tel: 051 595 129 / 0818 224 478

Email: clientregistration@hse.ie

Website: www.medicalcard.ie

Nursing Home Support Scheme (Fair Deal):

The Nursing Home Support Scheme, also known as the Fair Deal Scheme, helps people to pay for their long-term nursing home care. The Scheme is run by the HSE on behalf of the State. If you are approved for Fair Deal, you pay a certain amount towards the total cost of nursing home care and the HSE/State pays the balance. For example, if the amount you've been calculated to pay is €400 a month and the nursing home costs €1200 a month, the HSE/State will pay the balance of €800. The amount you are calculated to pay is a fixed amount - it will be the same for any approved nursing home, no matter how much it charges. While you wait for funding approval, you can choose to pay privately for care. Fair Deal funding cannot be backdated and will only be paid from the date it is approved. It is important to note that the Fair Deal scheme does not cover:

- short-term care such as respite, convalescent or day-care
- extra fees charged by the nursing home for services like hairdressing, therapies, or activities etc.
- Make sure to ask your preferred Nursing Home what extra fees will need to be paid - these will be included in your Contract of Care with the Nursing Home.

There are 4 stages to the application process:

1. You complete and sign the Application Form to apply for financial support towards your long-term care.
<https://www2.hse.ie/services/schemes-allowances/fair-deal-scheme/application-process/>
2. The HSE will contact you to arrange a Care Needs Assessment to confirm you need long-term care.
<https://www2.hse.ie/services/schemes-allowances/fair-deal-scheme/care-needs-assessment/>
3. The HSE will also carry out a Financial Assessment to identify how much you will pay towards your care, based on how much you can afford.
<https://www2.hse.ie/services/schemes-allowances/fair-deal-scheme/financial-assessment/>
4. Nursing Home Loan – this is an optional element of the Scheme for people who have assets including land and property.

The HSE Nursing Homes Support Office can provide help completing your application for the Nursing Home Support Scheme / Fair Deal Scheme, and your completed form should be returned to this office. The contact details for the Galway Office are:

HSE Nursing Homes Support Office, Lá Nua, Ballybane Neighbourhood Village,
Castlepark Road, Ballybane, Co. Galway, Eircode: H91VE03

Tel: 091 748 490

Email: FairDeal.Galway@hse.ie

Website: <https://www2.hse.ie/services/schemes-allowances/fair-deal-scheme/>

A list of Private Nursing Homes and costs approved for the Scheme can be found here:
https://www2.hse.ie/documents/2009/HSE_Section_40_List_192_Published.pdf

Public Services Card

The Department of Social Protection is responsible for issuing Public Services Cards. These Cards confirm your identity and enable you to access a range of public services such as social welfare payments and free travel. To get a Public Services Card, or replace a card which is lost, stolen or expired, you need to make an appointment at your nearest Intreo Branch and bring documents to prove your identity and address. You should check to see if your Public Services Card is in date as Cards are issued for different periods of time – for example, cards issued prior to 2018 were for 7 years, those issued after 2018 are for 10 years, while those issued during COVID-19 were for 3 years.

Your local Department of Social Protection Offices, also known as Intreo Offices, are listed below. The Intreo Service is a single point of contact for all income supports. For more information on Department of Social Protection services and supports, you can go onto website www.gov.ie/intreo or email galway@welfare.ie or enquire at your nearest local office.

Intreo Branch Offices	Address	Contact
Ballinasloe	Unit 1-2 Riverview, Main Street, Ballinasloe, H53 W274	Tel: 090 96 31800 E-mail bo.blناسloe@welfare.ie
Clifden	Galway Road, Clifden, H71 P660	Tel: 0818 405 060 E-mail clifden@welfare.ie
Galway City	Sean Duggan Centre, Fairgreen Road, Galway, H91 XT91	Tel: 0818 405 060 Email: galway@welfare.ie
Gort	Loughrea Road, Gort, H91 X317	Tel: 091 630 210 Email gort@welfare.ie
Loughrea	Railway House, Station Road, Loughrea, H62 F683	Tel: 0818 405 060 Email loughrea@welfare.ie
Tuam	Church View, Tuam, Co. Galway	Tel: 093 70940 Email tuam@welfare.ie

Social Welfare Allowances

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. This increase is paid automatically – there is no need to apply.

Living Alone Allowance:

The Living Alone Allowance is an additional payment for people aged 66 years or over who are living alone and getting a social welfare payment. You may also qualify if you are under 66, live alone, and are in receipt of certain social welfare payments.

Fuel Allowance:

A Fuel Allowance is a means-tested payment to help with the cost of heating your home during the winter months. It is paid to qualifying people who are aged 70 or over, or those in receipt of long-term social welfare payments. Only one Fuel Allowance is paid per household. Payment can be made on a weekly basis during the fuel allowance season of September to April, or you can apply to have it paid in two lump sums in October and January.

Telephone Support Allowance:

A Telephone Support Allowance is a supplementary payment which is paid automatically to people in receipt of qualifying social welfare payments and both the Living Alone Increase and the Fuel Allowance.

Household Benefits Package:

The Household Benefits Package helps with the costs of running your household and includes electricity or gas allowances and the Television Licence. Only one person in a household can receive the package. You can get the Household Benefits Package if you are aged 70 or over – you do not need to be getting a state pension and the package is not means-tested. It is paid to people under 70 in certain circumstances.

Contact your local Citizens Information Centre for full details of the above allowances.

State Pension

The Contributory State Pension is paid to people from the age of 66 who have enough (PRSI) contributions. It is not means tested and you can have other income and still get it. You should apply for a Contributory State Pension if you have ever worked in Ireland and have paid PRSI contributions (stamps) at any time. The Department of Social Protection will work out your entitlement to the State Contributory Pension from the date your first social insurance/PRSI contributions were paid, and the rate of payment you get will depend on the number of PRSI contributions you have made. Your total payment will be made up of the appropriate personal rate plus any increases you may be due for qualified adults or children, and the allowances outlined in the previous section. If you don't qualify for the Contributory State Pension or only qualify for a reduced rate of the pension, you can apply for the Non-Contributory State Pension. The Non-Contributory State Pension is means-tested and your rate of payment will depend on the outcome of the means test. The Department of Social Protection recommend that you apply for the State Pension three months before you turn 66. If you paid social insurance contributions in more than one country, you should apply 6 months before you turn 66.

You can get an Application Form for the Contributory or Non-Contributory State Pension from your local post office, Intreo Office, Social Welfare Branch, or Citizens Information Centre. To apply, fill in the application form (available on www.gov.ie) and send the completed application to:

Department of Social Protection, College Road, Sligo, Co. Sligo, F91 T384.

Tel: 071 915 7100 or 0818 200 400 Email: state.con@welfare.ie

Website: <https://www.gov.ie/en/service/e6f908-state-pension-contributory/>

Website: <https://www.gov.ie/en/service/e21eee-state-pension-non-contributory/>

PRSI Contributions:

If you are unsure of your PRSI contributions records, or you want to estimate the rate of Contributory State Pension you may receive, you should contact:

Department of Social Protection, McCarters Road, Ardaravan, Buncrana, Donegal.

Tel: 01 471 5898 or 0818 69069. You can also go online to: [request a copy of your Contribution Statement \(mywelfare.ie\)](#).

Collecting your Pension:

You can have your pension paid into your bank account or you can collect it from the Post Office. 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 someone 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 Department of Social Protection, Pension Services Office, College Rd, Sligo. The Post Office can only make payments to named and notified agents. The naming of an agent does not stop you from continuing to collect your own pension at any stage.

Travel and Transport Entitlements

Free Travel Scheme:

The Free Travel Scheme allows you to travel, free of charge, on all public transport owned by the State. This includes bus, rail, Local Link and the Luas, with some exceptions. Free travel is also available on some services operated by private bus and ferry transport operators. Anyone aged 66 or over who is legally living permanently in the State qualifies for free travel, in addition to certain other people such as people with disabilities, young carers, or a spouse/partner if you cannot travel alone. You must carry your Public Services Free Travel Card with you when you are using public transport. Free Travel Paper Passes are no longer being issued but you can still use your Paper Pass, if it is valid.

You can get a form for the Free Travel Scheme from your local Intreo Centre, Social Welfare Branch Office, or Citizens Information Centre, or you can download it from gov.ie - [Free Travel Scheme \(www.gov.ie\)](http://www.gov.ie) - you will need to return the completed form to:

Social Welfare Services, Department of Social Protection, College Road, Sligo, F91 T384.

Tel: 0818 200 400 / 071 915 7100

E-mail: freetravelqueries@welfare.ie

Tax Relief for Drivers & Passengers with Disabilities:

Qualified applicants may be eligible for repayment of VRT and VAT on the purchase price and adaption price of cars under the Disabled Drivers and Disabled Passengers Tax Scheme. In addition to receiving a fuel allowance, qualified candidates may also be exempt from the annual motor tax and road toll payments. A primary requirement for this Scheme is that the qualifying person must have certain severe and permanent physical disabilities and obtain a Primary Medical Certificate from their local health office.

You can submit a claim through Revenue's online services at www.revenue.ie or contact your local Revenue Office, or request a form to be posted to you by the Revenue Commissioners Main Office by telephone to 01 738 3675

Disabled Drivers Parking Permit:

If you are certified blind or have severely limited mobility, you can apply for a parking permit that will allow parking in designated disabled parking spaces in Ireland and within the EU. You can get the permit whether you are a driver or a passenger in a car. It is valid for two years after the date of issue. The Disabled Drivers Association of Ireland (DDAI) and the Irish Wheelchair Association (IWA) oversee this scheme and the current fee for a permit is €35. Your eligibility will be checked before an application is sent to you by email or post.

For further information or to make an application contact the:

Irish Wheelchair Association:

Tel: 045 893 094

Email: maats@iwa.ie

www.iwa.ie

OR

Disabled Drivers Association:

Tel: 09493 64054

Email: maats@iwa.ie

www.ddai.ie

Visit Galway City Council's website below to see the list and map of disabled parking spaces in Galway City:

<https://www.galwaycity.ie/disabled-parking-information>

Health Services

The objective of the age friendly programme in relation to health and community support services is to enable older people to access healthcare services as close as possible to their community.

For information on how to apply for a broad range of health schemes, contact HSE Live:
Telephone: 1800 700 700 or 01 2408787 (Mon to Fri 8am-8pm, Sat 9am-5pm)

Primary Care Services

Primary Care Services are all the health and social care services that are delivered in your community. They include your GP in collaboration with HSE staff, who work together as a multidisciplinary group called a Primary Care Team. These teams are typically made up of your GP, Nurses, Home Support team, Health and Social Care Professionals, and Therapy Assistants. Their aim is to deliver local, accessible, health and social care services.

General practitioners (GPs):

GPs are family doctors who treat common medical conditions. They refer people to hospitals and medical and community services for other urgent or specialist treatment. Most GPs provide services to people with medical cards, GP Visit Cards and other schemes. If you do not have a medical card or GP visit card, you will pay a fee for your GP visit. To find a GP in your area:

Contact: Galway Local Health Office, 25 Newcastle Road, Galway

Telephone: 091 523122

Website: <https://www2.hse.ie/services/find-a-gp/>

Contact your local GP practice for the contact number of their out-of-hours cover.

Public Health Nurse:

There are Public Health Nurses working from Health Centres throughout Galway, who provide a range of services to people of all ages in their homes and in clinic. This includes providing aftercare to people who have been discharged from hospital and a range of other services including supporting older people to live well and independently in their community by linking them to other specialist, health, and social services. Contact your Public Health Nurse at your local Health Centre which are listed overleaf.

Contact your Public Health Nurse at your local Health Centre:
<https://www.hse.ie/eng/services/list/1/lho/galway/health-centres/health-centres-in-galway.html>
 Alternatively: Telephone: (091) 546 237

Therapy Services:

For referral to the following therapy services, contact your GP, Public Health Nurse, or discuss with the listed therapy services.

Therapy	Description
Chiropody and Podiatry Service	This service is available to Medical Card holders over 65 years, all Diabetics and other “At Risk” groups, i.e., rheumatoid arthritis and peripheral vascular disease, persons with Intellectual/Physical Disabilities in special need of treatment and young children and adolescents presenting with recurring nail trauma.
Community Nutrition and Dietetic Service	The Community Nutrition and Dietetic Service (CNDS) is a community-based service that aims to improve the nutritional status of the population of Galway and to help to reduce the incidence of nutrition-related diseases. This is achieved through a combination of nutrition health promotion and clinical work.
Occupational Therapy Service	The Community Occupational Therapy service provides a service to people of all ages. The aim is to promote and maintain independence in daily living skills and improve/maintain quality of life for clients in the community and to support changes to their lifestyle. Occupational Therapists can advise on any changes that may be needed in the home to support a person and on activities that will help a person to promote their independence.

Physiotherapy Service	Community Physiotherapy Services are provided throughout the county of Galway in local Health Centres and in the home. Physiotherapy can help you to be active and independent at any stage in life. Physiotherapists provide individual and group exercise programmes and advice to maximise a person's own abilities. Physiotherapists help with a range of problems such as pain, stiffness, weakness, mobility difficulty, continence, reduced balance, falls and reduced confidence.
Speech and Language Therapy	Speech and Language Therapists can help adults and children with communication difficulties, including speech, language, or voice problems. They can assess and provide treatment for eating, drinking, and swallowing difficulties. Speech & Language Therapists provide life improving treatment, support and care through education and exercises to maintain strong effective communication skills and safe swallowing.
Social Worker Service	The Primary Care Social Work Service is a consent-led, person-centred, generic, preventative service provided at community level for persons over 18 years. As part of the Multidisciplinary Team, the Primary Care Social Worker provides short-term, outcome-focused interventions and offers emotional, practical, and social supports. Referrals are prioritised according to level of presenting need, and available resources of the service. Social Workers also work in the acute hospitals, local authorities, mental health services and the Safeguarding team and Primary Care Social Workers work closely with them.

Health Centres:

Health Centre	Address	Telephone
Athenry Primary Care Centre	Athenry, Co. Galway, H65 KH93	091 737300
Ballinasloe Health Centre	Brackernagh, Ballinasloe, Co. Galway, H53R658	090 9646200
City East Primary Care Centre	Doughiska, Galway City, H91 FCV9	091 336300
Clifden Health Centre	Clifden, Co. Galway, H71 XP84	095 21102
Gort Health Centre	Gort, Co. Galway, H91 HNX0	091 631325
Headford Health Centre	Galway Road, Headford, Co. Galway, H91 Y6X4	093 35548
Ionad Sláinte na Tuláí	Baile na hAbhann, Co. na Gaillimhe, H91 YN52	091 593131
Loughrea Primary Care Health Centre	Lake Road, Loughrea, Co. Galway, H62 F438	091 847820 091 872700

Monksland Primary Care Centre	Monksland Business Park, N37 F670	09064 40240
Mountbellew Health Centre	Mountbellew, Co.Galway, H53 YA46	090 9623470
Moycullen Primary Care Centre Centre	Kylebroughlan, Moycullen, Co. Galway, H91 DWY4	091 899300
Oughterard Health Centre	Oughterard, Co. Galway	091 552200
Portumna Health Primary Care Centre	St. Patrick's Street, Portumna, Co. Galway, H53 WD56	09097 59031 (Ext 5)
Shantalla Health Centre	25 Newcastle Road, Galway, H91 RW28	091 546069 / 546004
St Francis' Primary Care Centre	Upper Newcastle Road, Galway, H91 K6C1	091 861100
Tuam Primary Care Centre	Tuam, Co. Galway, H54 DT61	093 37800

Contact your closest Health Centre for further information regarding the Primary Care Services local to you.

All Health Centres listed are staffed and are usually open from 9am – 5pm Monday to Friday (some excluding lunch from 1-2pm).

Alternatively contact:

HSE Galway Local Health Office, 25 Newcastle Road, Galway Tel: 091 523122

Specialist Community Services

Integrated Care Programme for the Older Person (ICPOP):

ICPOP is a community specialist consultant led multidisciplinary team of health professionals and support staff who provide a comprehensive assessment of the health needs of the older person. They develop and implement a plan of care to support the older person living in the community with the aim to identify and address health issues, promote independence, and support the older adult to live well in their community.

To access this service, you need a referral from your GP, PHN or Primary Care team. A referral can also be made for you from the hospitals in Galway.

Community Intervention Team (CIT):

A Community Intervention Team (CIT) is a specialist, health professional team which provides a rapid and integrated response to a patient with an acute episode of illness who requires enhanced services or acute intervention for a defined short period of time. This may be provided at home, in a residential setting or in the community as deemed appropriate, thereby avoiding acute hospital attendance or admission, or facilitating early discharge.

GP/Hospital referral is the normal way of accessing this service.

Integrated Care Team for Chronic Diseases (ICPCD):

This is a community specialist, consultant led multidisciplinary healthcare team focusing on three main chronic disease areas: Cardiac illnesses, Respiratory illnesses, and Diabetes. These teams aim to provide care to people with these conditions in a safe, timely and efficient manner as close to home as possible. They will focus on providing assessment, prevention and management strategies and support services to people with these chronic conditions.

To access this service, you need a referral from your GP, PHN or Healthcare Professional.

Psychiatry of Later Life Team HSE:

The Psychiatry of Later Life Multi-Disciplinary Team provides specialist mental health services to people over 65 in the community. They provide a variety of services to support the mental health of the older adult in the community. They work in partnership with local GPs, acute hospitals and other local health care and social services.

To access this service, you need a referral from your GP, PHN, or Primary Care team.

Palliative Care/Hospice Care:

Galway Hospice provides three Specialist Palliative Care Services – Inpatient Unit in Renmore, Community Palliative Care Services, and Palliative Day Care Service. A multi-disciplinary team of doctors, nurses, therapists, chaplains, social workers and volunteers, treat patients in their own homes, at other places of care, and in the hospice. Palliative care is an approach to care that aims to improve the quality of life of people with a life-limiting illnesses, and to support the person and their family.

Referrals are made to Galway Hospice by GPs or Hospital Consultants.

Other Community Services and Supports

Audiology Services:

Medical card holders can avail of hearing tests through their local Audiology service.

For more information contact:

Galway Community Audiology Service, 10 Ely Place, Sea Road, Co. Galway, H91 N6W6

Tel: 091 582 111

Email: galway.audiology@hse.ie

Counselling in Primary Care (CIPC):

The HSE NCS Counselling in Primary Care Service (CIPC) provides up to eight counselling sessions to adults across Ireland. This service is available to adults over 18 years who are Medical Card holders and experiencing mild to moderate psychological and emotional difficulties such as depression, anxiety, panic reactions, relationship problems, loss issues, and stress.

Referral to CIPC is through your GP or a member of your local primary care team. CIPC Counselling Coordinator, 58 Upper Newcastle Road, Newcastle, Galway. Tel: 091 583682

Dental Services:

Free dental services are available to adults over 16 years with a Medical Card through the Dental Treatment Service Scheme (DTSS). Medical Card holders can get a list of participating Private Dental Practitioners from their local health office or HSE Dental Clinic. Once the dentist has accepted you as a patient, you must bring your medical card with you when attending on your first visit.

For more information, contact Dental Clinic, Shantalla Health Centre. Tel: 091 546 028

Family Carers & Carers Support:

A 'Carer' is defined in Census 2022 as someone who 'provides regular unpaid personal help or support to a family member, neighbour or friend with a long-term illness, health issue, or an issue related to old age or disability.' The HSE recognises the valuable contribution of carers who care for family members, relatives, and friends. The HSE provides a support service to Family/Informal Carers in Galway City and County. The range of carer supports provided include training, carer support groups, in-home respite, information and advice. Carer Support Groups have been established in various locations of Galway City and County and provide an opportunity for family carers to come together, share their experiences and knowledge, and learn from one another in a safe, non-judgemental, peer-led setting. Some of the support groups activities include regular group meetings, information sessions, training courses, respite breaks, and accessing and disseminating information to carer members.

For more information contact Carers Department, Community Healthcare West, HSE, 25 Newcastle Road, Galway, H91 RW28. Tel. 091 546133.

Memory Technology Resource Room (MTRR):

This is an Occupational Therapy (OT) led service for anyone with a memory impairment or diagnosis of Dementia. The MTRR provides advice on assistive devices, memory compensation strategies and environmental adaptations to support the person to live well at home. The OT can also provide information to support the family/carer.

Referrals can be sent by a Consultant, GP or Health Care Professionals to MemoryResourceRoom.Galway@hse.ie

Ophthalmology Services:

Medical Cardholders are entitled to a free Ophthalmic or Eye Testing Services through their local optician. To avail of this free assessment, they must have pre approval from Ophthalmology Primary Care Services.

For more information contact Ophthalmology Services, 25 Newcastle rd Galway
Tel: 091 546 255

Safeguarding Vulnerable Adults:

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances or age. There are a number of different types of abuse.

- *Physical Abuse* includes slapping, hitting, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- *Sexual Abuse* includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.
- *Psychological Abuse* includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.
- *Financial or Material Abuse* includes theft, fraud, exploitation; pressure in connection with wills, property, inheritance or financial transactions; or the misuse or misappropriation of property, possessions or benefits.
- *Neglect and Acts of Omission* include ignoring medical or physical care needs, failure to provide access to appropriate health, social or educational services, the withholding of the necessities of life such as medication, adequate nutrition and/or heating.
- *Discriminatory Abuse* includes ageism, racism, sexism, based on a person's disability and other forms of harassment, slurs or similar treatment.
- *Institutional abuse* may occur within residential care and acute settings including nursing homes, acute hospitals and any other inpatient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.

If you suspect that you are experiencing any type of the abuses listed above or are witnessing this happening to someone else – report it.

- In an immediate danger, call An Garda at 999 / 112.

- If there is mistreatment but not immediate danger, report it to the local Garda station, call the Garda confidential line at 1800 666 111 or contact your local Safeguarding and Protection team.
- If anyone has a concern about abuse or neglect of a vulnerable person in a HSE or HSE funded residential facility if there is no immediate danger, they should report it to a health care professional (e.g. public health nurse, physiotherapist, GP etc.) or to the Safeguarding and Protection Teams (SPTs).

Contact details for the Galway Mayo and Roscommon Safeguarding and Protection Team:

Lá Nua, Ballybane, Castlepark Road, Galway.

Tel: 091 748432

Email: Safeguarding.cho2@hse.ie

Website: <https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/>

Nursing Home Care and other Older Persons Services

The HSE facilitates a range of services for older adults in our community, short stay and convalescent care, day services, rehabilitation, community services, home care and home support.

Long term Nursing Home Care:

Galway has a wide variety of both Public and Private options when looking to find the right place for someone needing to find the care and support a nursing home can provide. You can find advice on finding the right Nursing Home at the following website locations:

HSE: <https://www2.hse.ie/services/schemes-allowances/fair-deal-scheme/finding-the-right-nursing-home/>

Citizens Information Service: <https://www.citizensinformation.ie/en/health/health-services/health-services-for-older-people/moving-from-home-to-long-term-care/>

Private Nursing Homes for Older Adults:

A list of approved Private Nursing homes linked to the Fair Deal scheme can be found here: https://www2.hse.ie/documents/2009/HSE_Section_40_List_192_Published.pdf
You can access more information on the Fair Deal Scheme under the Entitlements Chapter.

Public Community Nursing Homes in Galway for Older Adults:

You are referred to Public Community Nursing Homes through your GP.

Public Community Nursing Home	Address	Telephone	Email
Aras Mac Dara Community Nursing Unit	Carraroe H91 AE16	091 595204	Aras.Nurse@hse.ie
Aras Ronan	Inishmore H91 NX90	099 61046	Aras.Ronain@hse.ie
Clifden District Hospital (Short stay & respite only)	Clifden, H71 YV83	095 21301	ClifdenD@hse.ie nursing.Clifden@hse.ie
St Anne’s Community Nursing Home	Clifden H71 VE89	095 21189	St.Annes@hse.ie
St Brendan’s Home	Loughrea, H62 ND89	091 841122	stbrendans.cnu@hse.ie
Merlin Park Community Nursing	Merlin Park, H91 N973	091 775569	Unit6mph@hse.ie
Ballinasloe Community Nursing Unit	Creagh Rd, Creagh, Ballinasloe, Co. Galway, H53 P2E2	09096 30170	clonfert.carearea@hse.ie
Joe and Helen O’Toole Community Nursing Unit	Vicar Street, Townparks (2nd Division), Tuam, Co Galway	093 24655	

HSE Day Care Services for Older Adults:

HSE Day Care services in Galway provide a space for social activities for older adults and people with disabilities. These services cultivate an environment that facilitates networking and social interaction for individuals through a range of activities available Monday to Friday at a nominal charge.

Access to HSE Day Centres is by referral and the eligibility conditions vary from area to area.

Day Care Service	Address	Telephone	Email
St. Francis Day Care	Upper Newcastle, Galway, H91 K6C1	091 861100 Ext 1	Maria.OTOole@hse.ie
Aras Mac Dara Community Nursing Unit	Carraroe, H91 AE16	091 595204	veronica.quinn2@hse.ie
Aras Mhuire Community Nursing Unit	Dublin Road, Tuam, H54 A373	093 24655	arasmhuire@hse.ie
Clifden District Hospital	Clifden, H71 YV83	095 21301	ClifdenD@hse.ie Nursing.Clifden@hse.ie
St Brendan's Home	Loughrea H62 ND89	091 841122	stbrendans.cnu@hse.ie

There are other Day care services throughout Galway city and county. Please contact your local PHN, other Health Professionals or local Health Centre for further information

Respite care Services:

Respite care is short-term, planned care, to facilitate a break for family or carer supporting someone living at home. Respite care or temporary care may be based in the community or in an institution. Residential respite care is provided at a number of locations around the county and can be provided by the Health Service Executive (HSE) or by local or national voluntary organisations. Respite care is organised through your Public Health Nurse (PHN) or family doctor (GP). Access to respite care services is by referral and the eligibility conditions vary from area to area. These HSE units can provide respite care on application and on meeting referral criteria:

Service	Address	Telephone	Email
Merlin Park Community Nursing	Unit 5, Merlin Park Hospital, H91 N973	091 775566	Unit5mph@hse.ie
Aras Mhuire Community Nursing Unit	Dublin Road, Tuam, H54 A373	093 24655	arasmhuire@hse.ie
Clifden District Hospital	Tullyvoheen, Clifden, H71 YV83	095 21301	ClifdenD@hse.ie Nursing.Clifden@hse.ie

Short Stay/Convalescent:

This service is aimed at a person aged 65 and over whose medical condition does not require medical intervention but advises a short period of recuperation before going home from hospital.

Service	Address	Telephone	Email
Clifden District Hospital	Tullyvoheen, Clifden, H71 YV83	095 21301	ClifdenD@hse.ie Nursing.Clifden@hse.ie
Merlin Park Community Nursing	Unit 5, Merlin Park Hospital, H91 N973	091 775566	Unit5mph@hse.ie
St. Brendan's Home	Lake Road, Loughrea, H62 ND89	091 871200	Stbrendans.cnu@hse.ie

Home Support - HSE (formerly known as Home Help):

Home Help is a community-based service that aims to provide support and assistance to older people to enable them to remain within their own homes for as long as possible. The Service is delivered by trained Health Care Support Assistants, employed by the HSE, who provide support with everyday tasks such as:

- Getting in and out of bed
- Dressing and undressing
- Personal care such as showering
- Ensuring bathroom is clean and safe after use

The service is a discretionary one, and services provided depend upon the resources available.

Referrals are accepted through your GP, Public Health Nurse, and any discipline within the HSE and potential clients and their families can apply. For more information, please contact the Home Support Office, 2nd Floor, Lá Nua, Ballybane, Galway, H91 VE03.

Tel: 091 748456 / 748403 / 748440 Email: galway.homehelp@hse.ie

Or: <https://www.hse.ie/eng/home-support-services>

Home Support – Private:

Private Home Support/Help services are also available and provide a wide range of supports to maintain people at home. Clients are responsible for cost incurred for services provided through arrangements with Private Care Providers. Tax relief may be claimed in respect of these services.

Meals on Wheels Services:

Meals on Wheels Services can organise delivery of a daily meal to older people and anyone who needs the service to maintain good health to support them to live independently in their own communities. There is a nominal cost per meal. Contact your Public Health Nurse for information on services which operate in your local area.

Galway Hospitals

Galway University Hospitals:

Galway University Hospitals (GUH), comprising of University Hospital Galway (UHG) and Merlin Park University Hospital (MPUH), provide a 24/7 comprehensive range of services to emergency and elective patients on an inpatient, outpatient, and day care basis across both sites. UHG has a 24/7 Emergency Department and maternity services. GUH play a leadership role in acute service delivery providing regional services for a wide range of specialities including cancer and cardiac services.

University Hospital Galway, Newcastle Road, Galway, H91 YR 71
Merlin Park University Hospital, Old Dublin Road, Galway, H91 M973
Tel: 091 544 544 (for both hospitals) Waiting List Call Centre: 091 384 597 / 384 599

Portiuncula Hospital:

Portiuncula Hospital is a Model 3 Hospital providing 24/7 acute surgery, acute medicine, and critical care along with an Emergency Department and maternity services to adults and children.

Portiuncula Hospital, Dunlo, Ballinasloe, Co. Galway, H53 T971
Tel: 09096 48200

Health and Wellbeing Services and Supports

Enabling and supporting older people to maximise their wellbeing is a key objective of the age friendly programme. This chapter outlines a range of resources to support healthy lifestyles including being physically active, eating healthily, not smoking, drinking less alcohol, looking after your mental health and sexual health and wellbeing. HSE Health and Wellbeing have a number of resources to promote health and wellbeing including a website, E-zine, YouTube Channel, Talking Health and Wellbeing Podcast series and Health Promotion Publications.

For more information, contact HSE Health Promotion & Improvement

Tel: 091 775755 (mornings)

Email: healthpromotion@hse.ie

Website: www.hse.ie/healthandwellbeing

Download or order health promotion publications on www.healthpromotion.ie

Physical Activity

Being physically active and going outdoors helps your physical and mental health. The guidelines for adults aged over 18 years is to get at least 30 minutes a day of moderate intensity activity, five days a week (or 150 minutes a week). Moderate intensity is activity that raises your heart rate, makes you breathe faster and feel warmer e.g., brisk walking, dancing, cycling, swimming. You are working at a moderate intensity if you can still talk but not sing. For people aged 65 or more the recommendation is to focus on aerobic activity, muscle strengthening and balance.

If you are unable to perform 30 minutes of activity in one session, you can count shorter bouts of activity, which should last for at least 10 minutes. If you can't do the recommended amounts of activity due to health conditions, you should be as physically active as your abilities and conditions allow. Staying active into older age

will help you stay mobile and independent, maintain healthy bones, muscles and joints and reduce your risk of falls and fractures. Talk to your GP if you are worried about exercising with a health condition, disability, or illness.

The following are links to resources such as online booklets to help you stay active:

HSE's [Indoor exercises for older people \(HSE.ie\)](#)

HSE's [Get Up, Get Dressed, Get Moving \(HSE.ie\)](#)

HSE's Exercise videos on topics such as chair exercises, gentle exercise and aerobic exercise <https://www.hse.ie/eng/about/who/healthwellbeing/exercise-videos/>

Healthy Ireland's [stay-active-older-adults-.pdf \(hse.ie\)](#)

Sport Ireland's [Sport Ireland and Local Sports Partnerships Develop Older Adult Home Exercise Plan | Sport Ireland](#)

Alone's [ALONE-ExerciseBooklet-singles-V3.pdf](#)

Healthy Eating

Eating a wide variety of nourishing foods every day provides the energy and nutrients we need for good health. Healthy Eating Resources have been developed for adults aged over 65 who are in good health, mobile and living at home. If you have a medical condition such as kidney disease or diabetes, problems with swallowing or food allergies, please talk to your dietitian or doctor as this information may not be suitable for you. The healthy eating food pyramid is the basis for a healthy diet, but as we age, consumption of certain food groups needs to be flexible to support individual needs.

Download Healthy Eating Resources for Adults over 65 (a healthy eating booklet, food pyramid posters, fact sheets, and meal plans www.gov.ie/HealthyEatingOver65)

You can order 101 Square Meals (Healthy Recipes book) from HSE Health Promotion & Improvement: Tel 091 775755 (mornings) or email healthpromotion@hse.ie

Mental Health and Wellbeing

Mental wellbeing is fundamental to good health and quality of life. Mental health and wellbeing is about how you think and feel and your ability to cope with the stresses of life. There are simple things we can all do to improve our mental health and wellbeing. Evidence shows that these five practices can have a positive impact on how we feel:

- ✓ **Connect** with other people; even short chats or calls can help boost how you feel each day.
- ✓ **Be Active**; try to be physically active for up to 30 minutes each day.
- ✓ **Take Notice**; noticing and being aware of what is going on around you, as well as how you are feeling, can really help you to appreciate things more.
- ✓ **Keep Learning**; it's never too late to learn something new.
- ✓ **Give**; being kind and caring to others can help you feel better.

www.yourmentalhealth.ie

Your Mental Health Information Line:

This is a HSE information line you can call 24/7 to find out about mental health supports and services provided by the HSE and services it funds. Please note that it is not a counselling service. If you or someone you know needs emergency help, you should dial 999 or 112.

Freephone: 1800 742 444

HSE Minding your Wellbeing Programme:

This is a free programme available as a series of 5 short videos on practicing self-care, understanding our thoughts, exploring emotions, building positive relationships, and improving resilience.

You can access these videos on www.hse.ie/healthandwellbeing
A Minding Your Wellbeing Support Booklet is available from www.healthpromotion.ie

HSE Health Promotion Publications:

The HSE has a number of resources to promote positive mental health and wellbeing, some targeted specifically at older people.

To access Looking after your mental health in later life leaflet contact

HSE Health Promotion & Improvement at Tel: 091 775 775 (mornings)

Email: healthpromotion@hse.ie Website: www.healthpromotion.ie

HSE Resource Officers for Suicide Prevention:

HSE Resource Officers for Suicide Prevention work across a range of community health services and their main responsibilities are to coordinate and implement the national suicide prevention strategy at local and regional level. They also coordinate delivery of education and training programmes on suicide awareness and intervention.

For further information, contact the Resource Officer for Suicide Prevention:

HSE West – Galway City; West / South Co. Galway

Tel: 091 864 473

Email: mary.osullivan@hse.ie

HSE West – North / East Co. Galway

Tel: 090 66 65071

Email mary.mcgrath9@hse.ie

To book a place on a Suicide Prevention Training Programme please click:

<https://bookwhen.com/srotraininggmr>

Website: www.nosp.ie

West Be Well:

West Be Well is an online resource offering information on voluntary, statutory, and community groups involved in wellbeing, mental health promotion, and suicide prevention initiatives in Galway, Mayo, and Roscommon.

Website: www.westbewell.ie

Quit Smoking

It is never too late to quit smoking. Help is available from your local HSE Quit Smoking West Service which offers:

- Free, confidential support and advice
- Free Nicotine Replacement Therapy (NRT) for 12 weeks
- Personalised plan and follow-up
- Face to face, online & telephone appointments
- Clients can be referred or self-refer



Contact Quit Smoking West, HSE Health Promotion & Improvement

Tel: 091 775485

Email: quitsmoking.west@hse.ie

You can register online <https://www.smartsurvey.co.uk/s/5O8IAJ/>

Website: www.quit.ie

Alcohol and Drugs

As people get older, their bodies change. Alcohol is broken down more slowly, and people become more sensitive to the effects of alcohol. Alcohol may also interact adversely with prescription drugs commonly taken by older adults. Alcohol can also cause many health problems such as heart disease, cancer, stroke, liver problems, and brain damage. Alcohol affects brain functions more in older people and increases problems with coordination, memory, and judgement.

The low-risk guidelines for healthy adults aged 18-65 are currently:

- Men: Less than 17 standard drinks per week;
- Women: Less than 11 standard drinks per week

One standard drink = one of the following

A half pint of beer, stout or ale

A pub measure of spirits

A small glass of wine

The low-risk guidelines also recommend having 2 to 3 alcohol-free days per week and having no more than 6 standard drinks on any one occasion. If you are older than 65, you may need to drink less to stay within the low-risk range. The following provide further information and support on alcohol and drug issues:

HSE Alcohol and Drug Helpline:

A confidential Freephone helpline to discuss concerns and get information about alcohol or drugs.

Freephone: 1800 459 459 between 9.30am - 5.30pm Monday to Friday or

Email at any time on helpline@hse.ie

HSE Ask About Alcohol Website:

Provides information on all aspects of alcohol including risks, supports and advice.

www.askaboutalcohol.ie

HSE Drugs Website:

Provides Drug and Alcohol Information and Support including a free confidential live chat, advice and support.

www.drugs.ie

HSE Health Promotion Publications:

The HSE has a number of leaflets on alcohol including Getting Older and Alcohol.

Contact HSE Health Promotion & Improvement - Tel: 091 775 775 (mornings)
Email: healthpromotion@hse.ie Website: www.healthpromotion.ie

Alcoholics Anonymous:

Alcoholics Anonymous is a fellowship of people who come together to solve their drinking problem.

Tel: 01 842 0700 (9.30am-5pm)
Text Service for Deaf and Hard of Hearing: 087 146 0387
Email: gso@alcoholicsanonymous.ie Website: www.alcoholicsanonymous.ie

Al-Anon:

Al-Anon provides support for anyone affected by someone else's drinking.

Contact their confidential Helpline on 01 873 2699 (10am-10pm 7 days a week)
Email: info@alanon.ie Website: www.al-anonuk.org.uk

HSE Addiction Services:

Addiction Counselling Services, Merlin Park provides outpatient, aftercare, counselling and advisory services including alcoholic and gambling addictions.

GP referral required.
Tel: Joe on 087 6297350

Prime for Life:

Prime for Life is an evidence-based motivational programme for people who might be making high-risk alcohol or drug choices. It is designed to promote and change drinking and drug use behaviours by changing beliefs, attitudes, risk perception and increasing motivation to change.

Contact Western Region Drug and Alcohol Taskforce, Mervue Training Centre, Galway City:
Tel: 087 6217728 Email: liam.oloughlin@gretb.ie
Website www.wrdatf.ie/WRDATF-promotion-piece-on-Prime-For-Life.php

SMART Recovery:

Smart Recovery supports individuals who have chosen to abstain, or are considering abstinence from any type of addictive behaviours (substances or activities), by teaching how to change self-defeating thinking, emotions and actions; and to work towards long term satisfactions and quality of life.

Email: info@smartrecovery.ie Website: www.smartrecovery.ie
Find out about their meetings in the west
www.wrdatf.ie/rehabilitation-pathways-smart-recovery.php

Western Region Drug and Alcohol Task Force:

Coordinates interagency action at local/regional-level and supports evidence-based approaches to problem substance use, including alcohol and illegal drugs. Provides a range of supports, services and training in Galway, Mayo and Roscommon.

Western Region Drug and Alcohol Task Force, Unit 6, Galway Technology Park, Parkmore, Galway
Tel: 091 480044 Email: info@wrdatf.ie Website www.wrdatf.ie
Also includes an online www.SupportMe.ie directory on the various support services that are available in the West of Ireland.

Sexual Wellbeing

Sexual health and wellbeing is an important part of overall health covering topics such as the absence of disease and infections, fertility, and the ability to enjoy fulfilling relationships free from discrimination.

Further information is available on the HSE website: www.sexualwellbeing.ie

Sexual Health West:

Sexual Health West is a West of Ireland based charity working in the area of HIV and sexual health, who provide support for people living with HIV and to those concerned about their sexual health. They also deliver extensive education programmes and provide information in relation to HIV and sexual health.

For further information, contact Sexual Health West at Ozanam House, St Augustine Street Galway. H91 V3PV. Tel: 091 566266
Email: info@sexualhealthwest.ie Website www.sexualhealthwest.ie

Self-Management Support for people with long-term health conditions

A long-term health condition is one, which can be treated and managed but usually not cured. Some examples are asthma, COPD, diabetes, heart conditions including heart failure, and stroke. Having a long-term health condition can result in many changes to your life. These can be physical, emotional, or social. Learning how to self-manage your health condition may help you feel better, stay active and live well.

There are many things that you can do to help self-manage your health when living with a long-term health condition. It is also important to remember that self-management happens in partnership with your healthcare team. It is not about 'going it alone'. So chat to your healthcare provider (e.g. GP, Nurse, Consultant, Physiotherapist) about your health condition, so you can learn more about how best to manage it. Your healthcare provider can also direct you to further support and services, which can help you to live well with your condition.

For more information go to the **HSE webpage on Self-Management Support** www.hse.ie/selfmanagementsupport

Living Well – A Programme for Adults with Long term Health Conditions:

Living Well is a free six-week group self-management programme for adults with long-term health conditions. A long-term health condition is one, which can be treated and managed but usually not cured. Examples include asthma, chronic obstructive pulmonary disease (COPD), diabetes, heart conditions and stroke. The Living Well Programme supports people to develop practical skills and confidence so that they can self-manage their health condition and improve their overall health and wellbeing.

Tel: Fiona Cunnane at 087 7185615

Email: fcunnane@southmayo.com

Website: www.hse.ie/LivingWell

Vaccinations

Viral Infections peak from October to April. Influenza (Flu) and COVID-19 viruses spread easily by droplet such as when you cough, sneeze, or touch an infected surface then touch your face. Vaccines are safe, effective, and your best protection along with other precautions such as hand washing, cough etiquette, and social distance.

- *Influenza (Flu) Vaccine* protects against four strains of the Flu virus, and you need the vaccine each year.
- *Covid Booster* restores your immunity against COVID-19, and you need to follow HSE advice on when it is due.
- *Pneumococcal Polysaccharide Vaccine (PPV)* is a once-off vaccine recommended for everybody aged 65 years and over to protect against Pneumococcal disease. If under 65 years, you should discuss the need for the PPV vaccine with your GP.

Vaccines are available from participating GP's and Pharmacies. The vaccination centre will visit long term care settings and housebound to administer both vaccines.

For further information please discuss all vaccines with your GP or Pharmacy at your next visit. You can access further information on this website: [Immunisation - HSE.ie](http://www.hse.ie/immunisation)

Support Organisations and Services for people with long-term health conditions

There are many voluntary and community organisations providing support and advocacy for individuals, their families, and carers. This list is not exhaustive so we have left some space at the bottom for you to include the ones we have missed:

Organisation	Issue	Telephone No.
Alzheimer Society of Ireland www.alzheimer.ie Western Alzheimer's	Alzheimer's disease/ Dementia	1800 341 341 091 565193
Arthritis Ireland www.arthritisireland.ie	Arthritis	01 661 8188
Asthma Society of Ireland www.asthma.ie	Asthma	01 8178886
Aware www.aware.ie	Anxiety, depression, bipolar disorder and related mood conditions	01 892 0932
Ballinasloe Cancer Support www.ballinasloecancersupport.com	Cancer Support	0909649767
Barnardos Boarded Out Practical Support Service for Adults www.barnardos.ie/birth-history-service	Support for adults fostered/boarded out in childhood	091 454489
Cancer Care West www.cancercarewest.ie	Cancer Support	091 540 040
Care Alliance Ireland www.carealliance.ie	Carers support	01 874 7776
Chime www.chime.ie	Deafness / Hearing Loss	091 564 871
Chronic Pain Ireland www.chronicpain.ie	Chronic Illness	01 804 7567
COPE – Modh Eile House www.copegalway.ie/domestic-abuse-service/modh-eile-house/	Domestic Abuse	091 565985
CROI www.croi.ie	Heart Disease & Stroke	091 544 310
Dementia Services Information and Development Centre www.dementia.ie	Dementia	01 4162035
Diabetes Ireland www.diabetes.ie	Diabetes	Helpline 01 8428118
Domestic Violence Response www.domesticviolenceresponse.com	Domestic Violence	091 866740
Dyslexia Association of Ireland www.dyslexia.ie	Dyslexia	01 877 6001
Dyspraxia Ireland www.dyspraxia.ie	Dyspraxia	01 874 7085

Health and Wellbeing Services and Supports

Enable Ireland www.enableireland.ie	People with Disabilities	01 872 7155
Epilepsy Ireland www.epilepsy.ie	Epilepsy	01 455 7500
Galway Centre for Independent Living www.gcil.ie	People with disabilities	091 773 910
Galway Hospice Foundation www.galwayhospice.ie	Palliative Care	091 770 868
Gort Cancer Support Centre www.gortcancersupport.ie	Cancer support	091 648606
GROW www.grow.ie	Mental Health	01 840 8236
Irish Cancer Society www.cancer.ie	Cancer	Support line Freephone 1800 200 700
Irish Heart Foundation www.irishheart.ie	Heart Disease / Stroke	01 668 5001
Irish Motor Neurone Disease Assoc. www.imnda.ie	Motor Neurone Disease	1800 403 403
Irish Osteoporosis Society www.irishosteoporosis.ie	Osteoporosis	01 637 5050
Irish Wheelchair Association www.iwa.ie	People with limited mobility	093 26659 01 818 6400
Men's Aid	Domestic Abuse	01 554 3811
Mental Health Ireland www.mentalhealthireland.ie	Mental Health	01 2841166
Multiple Sclerosis Society of Ireland www.ms-society.ie	Multiple Sclerosis (MS)	01 678 1600
Muscular Dystrophy Ireland www.mdi.ie	Muscular Dystrophy	01 623 6414/5
National Council for the Blind of Ireland www.ncbi.ie	Visually Impaired people	01 830 7033
Parkinson's Association of Ireland www.parkinsons.ie	Parkinson's Disease	1800 359 359 087 7783825 (Galway)
Spina Bifida Hydrocephalus Ireland www.sbhi.ie	Spina bifida	01 457 2329
Tuam Cancer Care www.tuamcancercare.ie	Cancer Support	093 28522
Women's Aid	Domestic Abuse	1800 341 900

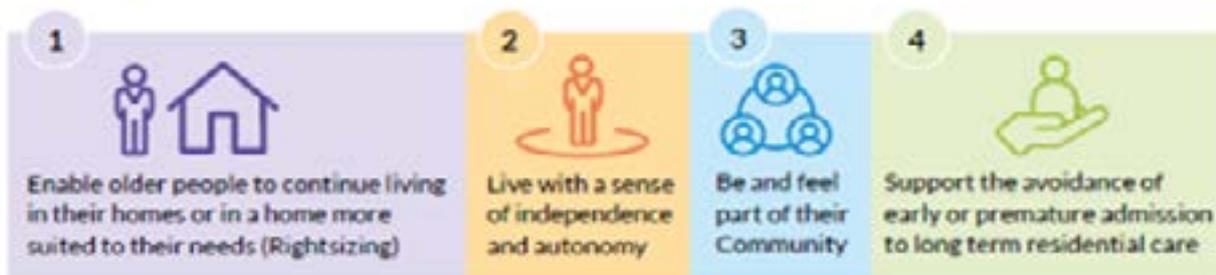
Housing

Research and consultations show that most people want to remain in their own home as they age. This desire is often challenged by a person's home not being suitable for the occupier as their needs become more pronounced, their financial means decrease, and their mobility declines. With the right assessment and interventions, your living environment can be changed from being one of health risk to one of health support.

Healthy Age Friendly Homes Programme

The Healthy Age Friendly Homes Programme is a new initiative of Age Friendly Ireland (which is hosted in Meath County Council) to support people to live in their own home with dignity and independence, for as long as possible, thus avoiding premature transition into long-term residential care. A Healthy Age Friendly Homes Coordinator will carry out a needs assessment in your home to establish what type of housing, health, and social care supports are required to enable you to continue to live in your own home for as long as possible. They can also offer advice and help you fill out forms to apply for the relevant grants and services.

Key Objectives



For further information or to make a referral contact:

Telephone: 046 9248899

E-mail: healthyagefriendlyhomes@meathcoco.ie

Housing Grants

Mobility Aids Grant:

This grant is for older people and/or people with a disability who find it hard to move around their home due to mobility issues. The type of works to improve access can include installing grab rails, a ramp, an accessible shower, or a stair lift.

Housing Adaptation Grant:

This grant is for people with a physical, sensory, mental health or intellectual disability who need bigger changes to improve access in their home. The works required must be certified by an Occupational Therapist and can include small changes such as adding a ramp, grab rails, or stair lift, to bigger jobs such as installing an accessible bathroom or downstairs bedroom.

Housing Aid for Older People Grant:

This grant is for people aged 66 years or over, to carry out essential repairs so they can continue to live in their own home. The type of works could include providing central heating, re-roofing, re-wiring, or upgrading doors and/or windows.

All the above grants are means-tested on income. The percentage of the total costs you receive as a grant depends on income which you must confirm as part of the application.

If you live in County Galway, please contact Housing Grants, Galway County Council.

Tel: 091 509 301 E-mail: housinggrants@galwaycoco.ie

If you live in Galway City, please contact Housing Grants, Galway City Council.

Tel: 091 894371 E-Mail: customerservice@galwaycity.ie

Home Energy Grant Schemes

Fully funded Energy Upgrades (formerly Warmer Homes Scheme):

This scheme provides free energy efficiency upgrades as recommended by an SEAI Surveyor depending on the age and condition of your house - these could include attic insulation, cavity or external wall insulation or dry-lining, and other lighting or heating upgrades, all of which will contribute to make your home warmer, healthier, and cheaper to run. Your home must have been built before 2006, have a specific BER rating, and these grants are available only to homeowners in receipt of welfare allowances such as Fuel Allowance, Carers Allowance, Disability Allowance, and so on.

For further information or to make an application for this grant scheme, please contact SEAI – Sustainable Energy Authority of Ireland:
Telephone: 01 808 2005 E-mail: warmerhomes@seai.ie
<https://www.seai.ie/grants/home-energy-grants/fully-funded-upgrades-for-eligible-homes/>

Individual Energy Upgrade Grants (formerly Better Energy Homes Scheme):

If you are not eligible for a Fully Funded Energy Grant, you can apply for a grant to part-fund individual energy efficiency upgrades such as attic insulation, wall insulation, heating controls, heat pump, solar panels, or solar water heating. Your home must have been built before 2011 and these grants are available to all homeowners and private landlords without means testing.

For further information or to make an application for this grant scheme, please contact SEAI – Sustainable Energy Authority of Ireland:
Telephone: 01 808 2004 E-mail: info@betterenergyhomes.ie
<https://www.seai.ie/grants/home-energy-grants/individual-grants/>

If you are unable to manage these grant applications yourself, you may decide to look for a one-stop shop service which are private contractors who manage the whole process from start to finish for you. You can get more information on these from the SEAI at the above numbers or e-mail them at onestopshop@seai.ie

<https://www.seai.ie/grants/home-energy-grants/one-stop-shop/registered-providers/>

Age Action's Care & Repair Service



Age Action manage the Care & Repair Service which is a free service that helps to keep people living in their own homes in increased safety and comfort. In Dublin, Cork, and Galway, the Care and Repair Programme is delivered by Age Action staff and a network of Garda-vetted Volunteers who carry out small DIY jobs that might be more difficult to complete as we get older but are not big enough to call in a tradesperson. Age Action may prioritise more urgent jobs such as carrying out works in the homes of older people who are being discharged or have recently been discharged from hospital.

If you are an older person requiring work done in your home, you can contact the Galway Age Action Office on:

Phone: 091 527831

Email: aaw@ageaction.ie

If you are a professional working with older people who could benefit from this service, you can complete and submit a referral form to Age Action on their website at: <https://www.ageaction.ie/how-we-can-help/care-and-repair>

If you are a Community & Voluntary Group who would like to register with Age Action as a local Care and Repair service, you can contact them through their website for training and advice at <https://www.ageaction.ie/how-we-can-help/care-and-repair/community-partners>

Age Friendly Housing Options

Local Authority Housing:

Local Authority / Social Housing has traditionally been the main option for those who need housing and cannot provide it from their own resources. If you are accepted as in need of housing, you are placed on the Council's Housing Waiting List and considered for housing in your area of preference, having regard to the priority of your application. The local authority monitors their social housing waiting lists and includes suitable units and design features for Older People in new build housing developments.

Voluntary Housing:

Approved Housing Bodies are independent non-profit making organisations that provide housing on a similar basis to local authorities, and often provide specialist housing schemes, such as group housing for older people. The local authorities work with Approved Housing Bodies / Voluntary Bodies to identify opportunities for age friendly housing in their areas and allocations of tenancies to these housing schemes is normally done through nomination by the local authority in whose area the property is located. A list of registered Approved Housing Bodies is available at <https://www.ahbregulator.ie/registration/the-register/>

Housing Assistance Payment:

The Housing Assistance Payment (HAP) is a housing support for private rental housing administered by Local Authorities (it has replaced Rent Supplement for new applicants). To be eligible, you must first apply to your Local Authority for Local Authority/Social Housing and once approved, you can then apply for HAP. The Local Authority pays the full amount of rent up to the rent limits for their area to the landlord and the tenant pays their weekly rent contribution directly to their local authority.

Right-Sizing:

Right-sizing, or down-sizing, is an age friendly policy option in the area of housing, which enables a person aged 60 years or over who owns a private dwelling which is too large for their needs, to sell their existing dwelling to the Council and to apply to the Council to become a tenant of suitable age friendly accommodation.

The decision to grant a tenancy of suitable age friendly accommodation under the Downsizing Scheme shall be subject to the sale by the approved applicant to the council of his or her existing dwelling, the execution of a Tenancy Agreement, and to the payment of a financial contribution to the council on the following basis:

Age – Financial Contribution:

- 60-69 years – 1/3 of net proceeds of sale of dwelling
- 70-79 years – 1/4 of net proceeds of sale of dwelling
- 80 years and over – 1/5 of net proceeds of sale of dwelling

(Net Proceeds shall exclude the discharge of any mortgage on the property and legal and administrative fees incurred in relation to the sale of the existing dwelling).

For further information or to make an application for housing, please contact:

Housing Department, Galway County Council, Prospect Hill, Galway.

Telephone: 091 509 300 E-mail: housing@galwaycoco.ie

<https://www.galway.ie/en/services/housing/lahousing/>

OR

Housing Applications & Assessments, Galway City Council.

Tel: 091 894370 E-Mail: customerservice@galwaycity.ie

<https://www.galwaycity.ie/gccfiles/?r=/download&path=L0RlcGFydG1lbnRzL0hvdXNpbmcvU29jaWFsIEhvdXNpbmcvU29jaWFsIEhvdXNpbmcvU3VwcG9ydCBBcHBsaWNhdGlvbI9FTi5wZGY%3D>

Safety & Security

The objective of the age friendly programme in relation to safety & security is to assist older people to feel safe in their home and community, and to provide information on initiatives which enhance people's sense of safety & security.

Emergencies

At some point in your life, you may need to call the emergency services such as fire, guards, or medical personnel. By being prepared for calling the emergency services, you can get the help you need much more quickly which can often make a big difference. For example, it is important to keep your Eircode to hand so that you will be able to give your home location immediately if required. There are two emergency numbers which you can ring from any phone free of charge:

**Dial 999 or 112:
Stay Calm, Stay Focused, Stay on the Line.**

An Garda Síochána

There are 47 Garda Stations that cover Galway City and County. The Full-Time Stations are open 24 hours a day, seven days a week.

Full-Time Garda Stations in Galway City and County	
Galway Mill Street - 091 538000	Clifden - 095 22500
Galway Renmore - 091 337140	Gort - 091 636400
Galway Salthill - 091 514720	Loughrea - 091 842 870
Ballinasloe - 09096 31890	Tuam - 093 70840

Part-Time Stations are open for a reduced number of hours Monday-Friday. To find out the opening hours, please ring your nearest full-time Garda Station.

Part-Time Garda Stations in County Galway	
Ahascragh – 09096 88652	Kilrickle - 091 843002
An Cheathrú Rua - 091 595102	Kiltormer – 09096 27122
An Mám - 091 571100	Kinvara - 091 637102
An Spidéal - 091 553122	Loughgeorge - 091 798122
Ardrahan - 091 635102	Lettermore - 091 551122
Athenry - 091 844016	Letterfrack - 095 41052
Ballygar – 09066 24512	Moycullen - 091 555122
Barnaderg - 093 49212	Milltown - 093 51312
Carna - 095 32242	Monivea - 091 849002
Cill Rónáin - 099 61102	Mountbellew – 09096 79292
Corofin - 093 41422	Moylough – 09096 79272
Craughwell - 091 846002	Oranmore - 091 388030
Creggs – 09066 21112	Oughterard - 091 557320
Dunmore - 093 38131	Portumna – 09097 41004
Eyrecourt – 09096 75122	Rosmuck - 091 574102
Glenamaddy – 09496 59002	Roundstone - 095 35835
Headford - 093 35412	Sraith Salach (Recess) - 095 34603
Indreabhán - 091 593102	Williamstown – 09496 43002
Kilconnell – 09096 86622	Woodford – 09097 49002
Killimor – 09096 76142	

Community Gardaí:

The role of the Community Garda is to get to know the local community, organisations, and services. Community Gardai not only enforce the law, but they establish and support community crime prevention programmes and will promote and support initiatives such as Neighbourhood Watch, Community Alert, Garda 'Open Day' events & the Garda Schools Programme in both primary and secondary schools. You can contact your local Community Guard through your local Garda Station.

Register of Older and Vulnerable Persons:

Community Gardaí through their links to the communities they serve, compile a Register containing the names, addresses and contact details of those residents that are elderly and vulnerable – generally those who may be living alone or in an isolated area. These details are obtained on a voluntary basis with many of the people already being known to the community Gardaí and in many instances being referred on by friends, neighbours, or relatives. The purpose of the Register is so that community Gardaí can stay in contact with these people on a regular basis, checking in on them either in person or by phone and acting as a point of contact for them and offering any practical assistance that they may require.

People can be added to the register either by themselves or by a friend or relative by contacting your local Garda Station and requesting to speak to the Community Gardaí.

Crime Prevention Officer:

The role of the Crime Prevention Officer is to educate and advise on matters relating to crime prevention and reduction. The Crime Prevention Officer is available to give presentations to local groups on crime prevention, and will also conduct security reviews and audits, on invitation, of private and public premises and lands.

Sergeant Olivia Fleming is the dedicated Crime Prevention Officer for Galway based in the Western Regional headquarters and can be contacted on 091 337161.

Home and Personal Safety Initiatives

Smoke Alarms:

Smoke alarms are very important for early warning. Smoke will not wake you up - in fact, it will make you sleep more deeply. Smoke alarms buy you time to allow you and your family to get safely out of the house in the event of a fire. For minimum protection, you should fit at least one smoke alarm per floor of your home, ideally in the hallway and landing. For maximum protection, you should fit one smoke alarm

per room (except in the bathroom and garage), placed on the ceiling as close to the centre of each room as possible. Smoke Alarms should be tested weekly by pressing the test button, and replaced when the battery expires.

If you are, or know, an older household in your community, Galway Fire & Rescue Service can arrange to call to their house to carry out a Home Fire Safety Check and then install smoke alarms if required. You can contact them on:

Tel: 091 509070 or 091 588342

Email: fireservices@galwaycoco.ie

Carbon Monoxide Alarms:

A carbon monoxide alarm is a device that detects the presence of carbon monoxide gas to prevent carbon monoxide poisoning. Carbon Monoxide is a poisonous, colourless, tasteless, and odourless gas given off by any appliance which burns a fossil fuel such as gas, coal, or oil. It can enter your home if your appliance is faulty, or the room is not properly ventilated, or if the chimney or flue is blocked. Gas Networks Ireland recommend that you have an alarm in every room that has a fuel-burning appliance and one within 5m (16ft) of every bedroom. You should test the alarm monthly and replace it when it reaches the end of its life. You can purchase a carbon monoxide alarm in any hardware store or some large supermarkets.

ICE – In Case of Emergency App:

In case of emergency (ICE) is a worldwide initiative which has become a vital resource for first responders, such as paramedics, firefighters, and police, particularly in the aftermath of natural disasters and major accidents. In many cases, people needing care are unable to detail their medical histories or even give their name, therefore, first responders struggle to get people the help they need. There are 2 ways you can ensure your vital personal and medical information is available to emergency personnel via your phone:

Enter an emergency contact in your mobile phone address book under the name “ICE”. Alternatively, a person can list multiple emergency contacts as “ICE1”, “ICE2”, etc. You can also go to your Contacts, select Groups, and enter those who you want to be Emergency Contacts under that feature.

Download a specialised App such as the Health App for iPhone or an ICE App for Android Phones which allows you to save your emergency contacts information, health insurance, allergies, medical conditions, etc., in a way that it can be accessed by emergency services in the event of an emergency.

Message in a Bottle:

The “Message in a Bottle” project is operated by the Lions Club and is supported by the emergency services. It is a simple idea where you are given a bottle with a Personal Information Form (PIF) to fill in your personal and medical details. The bottle, with the completed form inside, is kept in your fridge, with special stickers for your doors to alert the emergency services to the ‘message in a bottle’. In the event of an accident or incident at your home, it will save the emergency services valuable time in identifying someone in difficulty and quickly provide your emergency contacts and medical information. Message in a Bottle is now also available to Golfers, whereby a metal disc/tag is placed on the Golf Bag to indicate that a bottle is contained in the top pocket of the Golf Bag. To sign up to this free scheme, contact your local Lions Club or Galway Rural Development at 091 844 335 / grd@grd.ie

Seniors Alert Scheme:

The purpose of the Seniors Alert Scheme is to enable older people to continue to live securely in their own homes, with confidence, independence, and peace of mind, by providing them with a free personal monitored alarm. The pendant alarm is worn on the wrist or around the neck and when activated in cases of emergency, it provides immediate contact with the people you have chosen to be on your emergency list. To be eligible for a free alarm, you must be:

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

Alarm equipment is free, however GSM and Digital alarms incur an annual SIM credit charge which is not covered under the SAS.

The first year’s monitoring is free - your equipment supplier will provide this. After the first year you will be asked to pay a monitoring fee.

To apply, simply contact a local community group operating the scheme in your area and they will apply on your behalf. There are over 40 groups across the City & County signed up to deliver the Scheme. To check if there is an operator in your area, or for a community group in your area to register to deliver the scheme:

Website: <https://www.pobal.ie/programmes/seniors-alert-scheme-sas/>

Pobal Helpdesk: 01 5117 222

Bogus Caller Cards:

Many people employ door-to-door traders and repair men but unfortunately, some of these people carry out very little work and end up charging very high rates for their services. Bogus Caller Cards were launched by An Garda Síochána following an



increase in the number of bogus callers and tradesmen calling to vulnerable people. Householders can ask any traders or workmen calling to their home requesting to carry out work to supply their details on the card – a genuine tradesperson will always supply their details.

Be careful about employing anyone who is ‘cold calling’ to your door. Many local areas collate lists of local tradespeople and services which supports the local economy, as well as offering peace of mind and security to individuals. If you do want to employ someone calling to your door, here are a few points to bear in mind:

- ✓ Ask them for a sales brochure or business card – this should have a contact telephone number, full address, and a VAT registered number. If it only has a mobile number or incomplete address, it is advisable to do further checks.
- ✓ If you are satisfied to go ahead, look for a written quotation which itemizes all agreed work and take some time to compare it with further quotations from reputable companies or tradespeople in your area.
- ✓ Never engage a person who insists on cash payment for services offered – it is always advisable to use a method of payment that is fully traceable.
- ✓ Never leave strangers, even bona fide workers, unsupervised in your home.

If you have any doubt as to the true legitimacy of a person calling to your home, you should contact your local Garda Station.

You can get Bogus Caller Cards from your local Garda Station. If you have any doubt about a caller to your home, the best advice is:

If in doubt, keep them out.

Community Safety Initiatives

Community Alert:

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, An Garda Síochána and Muintir na Tíre.

Community Alert programmes aim to reduce opportunities for crime to occur and unite communities in a spirit of neighbourliness and community service.



To set up a group in your rural area, contact your local Garda Station or the local Muintir na Tíre Community Alert Development Officer:

Gerard Costello

Tel: 086 600 0751

Email: gerard@muintir.ie

Neighbourhood Watch:

Neighbourhood Watch is a community safety programme for *urban* areas. It operates on a partnership basis between An Garda Síochána and the public, on the basis that every member of a community can help to keep a look out for neighbours and report suspicious activity to the Guards.



To set up a Neighbourhood Watch Scheme in your urban area, contact your local Garda Station.

Text Alert:

Text Alert enables communities to set up a group to receive alerts advising them of suspicious or criminal activity in their area. If there is a confirmed incident of suspicious activity, Gardai will send a text or email to each registered Community Contact and they in turn will forward the information by text or email to all members of their community group. This fast circulation of information creates a greater sense of safety within the community, reduces burglary and theft offences, and fosters a greater working relationship with An Garda Síochána.



To set up a Text Alert Scheme in your area, contact your local Garda Station.

Property Marking Machine:

Property theft is one of the biggest security challenges in Ireland today with thefts and burglaries from homes and businesses all too common an occurrence. Property Marking is a community-led initiative to deter opportunistic burglars by stamping property with the owner's Eircode number and displaying stickers and signage at the households, businesses, and communities participating in the scheme. The Eircode is stamped on the property by a specially designed machine and is very difficult to remove and can be repeated several times on the same item. When the scheme was piloted, it proved very successful in reducing instances of burglaries and theft, particularly where there was a large uptake of households and businesses within a community. Marked property makes it less attractive to thieves and greatly increases the chances of your property being returned if it is lost or stolen. Galway County Council has purchased 2 property marking machines which are being rolled out across the County in conjunction with An Garda Síochána, and most recently, by training up a number of Men's Sheds in the operation of the machines. As the Property Marking Machine becomes available in a particular town or village, it will be publicised at local level, otherwise, your local Community Alert or other Community Group can seek to book the machine by contacting the Crime Prevention Officer.



Property Register App:

This is a free App developed by An Garda Síochána to help people record their property details, for example bicycles, laptops, farm machinery, etc. When you have downloaded the App, you can safely record your personal information and then record details of property items with photos. If any item of your property is stolen, you can easily report the theft to the Guards through the App. If you do not have a smartphone, it is still a good idea to keep an inventory of valued items for insurance purposes, so as you buy or replace, keep a list of Name, Value, Make, Model, Serial No. & a brief description. Read more about the Property Register App and download the App at <https://www.garda.ie/en/angardasiochanaapp/>

Stay Safe...

Top 5 Burglary Prevention Tips:

1. Secure all doors and windows.
2. Light up your home, using timer switches when out.
3. Store keys safely, and away from windows and letterboxes.
4. Record details of valuables and don't keep large cash amounts at home.
5. Use your alarm, even when you're at home.

Additional home safety advice specifically for Older People:

- ✓ Fit a door viewer and a door chain / limiter. These will allow you to safely check callers and retain control over security.
- ✓ Keep a list of emergency numbers that you can refer to quickly if required, for example, family, neighbours, Garda Station, GP, or fire service.
- ✓ If you have a mobile phone, ensure that you have an emergency contact number recorded under the ICE (In Case of Emergency) system.
- ✓ Keep your vital personal and medical information in a safe space, for example, using the Message in a Bottle service.
- ✓ Number your house clearly so that the Emergency Services can find you quickly, if necessary, and know your Eircode.

Don't fall victim to Fraud or Scams:

- Always say NO to unsolicited callers or texters seeking private information about you. Always independently verify any such requests by looking up contact details for the caller or organisation using another method – not by using the details supplied by the person.
- Don't open unsolicited e-mails and never click on a link or attachment in an unsolicited e-mail. Don't click on any links in unknown e-mails or texts and don't respond to any which are seeking personal or financial information.
- If you realise you have revealed your bank details to a fraudster, contact your bank immediately, inform them, and seek advice on securing the funds in your accounts. If you have revealed your PPS number, contact the Department of Social Protection.

Social & Civic Participation

The objective of the age friendly programme under this area is to support the development of social activities in communities and expand services to reduce isolation and support vulnerable individuals.

Physical Activity & Sport

The following are a range of local and national organisations who can assist you in taking part in physical activity and sporting activities and programmes.

Age & Opportunity:

Age & Opportunity is a national organisation which provides opportunities for older people to engage in sport and physical activity. You can become more engaged in activities as an individual, a community, a care setting, or a workplace, by signing up to their programmes PALs (Physical Activity Leaders) training, or CarePALs which is targeted at care settings. They operate FitLine which is a telephone mentoring service that encourages participants to start getting more active. They also provide financial support through an annual grants scheme for groups, care settings & clubs.

Tel: 01 805 77 33 E-mail: active@ageandopportunity.ie

Website at <https://ageandopportunity.ie/active/>

Age and Opportunity livestream their Movement Minutes exercise videos on Facebook on Mondays, Wednesdays, and Fridays at 11am

FitLine is a helpline manned by Volunteers who make regular phonecalls to people who would like to get more physically active and provide them with advice and encouragement. You can contact this free service by telephone on 1800 303 545

Active National Grant Scheme for Sport & Physical Activity for Older People:

the purpose of this grant scheme is to aid and encourage older people to participate in sport and physical activity, whether they are members of a community group, older person's group, in a care setting, or want to get involved in a particular sport . Grant allocations will be between €300 and €700.

Siel Bleu:

Siel Bleu Ireland offer life enhancing exercise programmes for older adults, people living with chronic conditions, and people with physical and intellectual disabilities. Classes can be accessed online, or you can arrange to have them delivered in your home, community facility or local healthcare setting. The classes are tailored according to the abilities of the participants and delivered by qualified trainers.

Tel: 01 209 6889

E-mail: info@sielbleu.ie

Website at www.sielbleu.ie

[Siel Bleu](#) have some great exercise videos on their YouTube page

Galway Sports Partnership:

Galway Sports Partnership is funded by Sport Ireland, and they run a range of national programmes aimed at increasing participation in sport and recreation across all ages and abilities in the City and County. The Sports Inclusion and Disability Officer runs physical activity classes and courses targeted at older people such as Activator Poles, Boccia, and Go For Life Games.

Contact Galway Sports Partnership:

Tel: 091 509 670

Email: galwayactive@galwaycoco.ie

Website: www.galwayactive.ie

Sport Ireland have [developed a series of exercise videos specifically for older adults](#)

Healthy Galway:

Healthy Galway City & County is funded by the Department of Health and implement a range of programmes to enable everyone to enjoy physical and mental health and wellbeing to their full potential. Part of this role is giving advice on how to live a healthy life, in addition to running activities and events in community facilities.

You will find a range of resources on keeping active, eating well, and minding your mood, on our:

Local Healthy Galway: www.healthygalwaycity.ie

National Healthy Ireland: <https://www.gov.ie/en/campaigns/healthy-ireland/>

Walking Groups:

“Get Ireland Walking” is a national initiative that aims to maximise the number of people participating in walking for health, wellbeing, and fitness. Their website provides advice on setting up a walking group in your local area and they also support the development of existing walking groups and keep a register of all Walking Groups in Ireland.

To start up or find a walking group in your area, e-mail info@getirelandwalking.ie or visit <https://www.getirelandwalking.ie/findgroup/>

Walking and Cycling Trails in Galway City and County:

Galway City and County offers a beautiful and diverse range of river, seashore, forests, parks, and greenways, many suitable for walking (with varying levels of accessibility) and some more suitable for cycling. If you want to explore some walking trails, an excellent source of information is the Sport Ireland website which grades walking, cycling, and horse-riding trails, according to the level of fitness and ability required to do the trail.

You can find all trails on the Sport Ireland website at:

<https://www.sportireland.ie/outdoors/find-your-trails>

Or information on trails in Galway City and Galway County on the following websites:

<https://galwaynationalparkcity.com/trails/>

<https://www.galwaytourism.ie/best-walks-galway/>

Beach Wheelchairs:

Beach Wheelchairs enable wheelchair users or people with reduced mobility to enjoy a day at the beach. In Galway City, a beach wheelchair is available for use in Salthill and the key for the storage facility can be picked up from reception at Leisureland where disabled access changing and shower facilities are also available. Ability West manage bookings for the wheelchair, and bookings can be made with Amanda Hayes of the Physiotherapy/Occupational Therapy Department, Ability West by telephone to 091 540 900 or e-mail Amanda.hayes@abilitywest.ie

In Galway County, beach wheelchairs are available at Traught beach, Kinvara, and Trá Mór, Indreabhán, during the lifeguard season as detailed below. The beach

wheelchairs are located at the Lifeguard Huts on both beaches and pre booking is not required (queries to Corporate Services Department at 091 509 000):

Traught: 1st June – 31st August from 11 a.m. – 7 p.m. (June & Sept weekends only)
Trá Mór: 1st June – 31st August from 11 a.m. – 7 p.m. (June & Sept weekends only)

Allotments, Community Gardens, and Tidy Towns Groups:

If you have green fingers, there are many ways to keep active and have a rewarding social outlet at the same time.

Allotments are plots of land leased to local community members to enable them to grow their own fruit and vegetables. They provide a great amenity with many benefits provided to the plot holders and their families, from fresh air to home grown produce. Galway City Council currently provide allotment plots at 2 locations; Shantalla and Merlin Woods/Doughiska, and there are also allotments in Tuam, Co. Galway.

Community Gardens are the perfect space to combine gardening and meeting people and are also used for a variety of community activities and events. In Galway City, there are community gardens in Ballinfoyle, Ballybane, Merlin Woods/Doughiska, and Westside. In Galway County, there are community gardens in Glenamaddy, Headford, Kinvara, Oranmore and Oughterard.

There are over 40 Tidy Towns Groups in the City and County who enter the National Tidy Towns Competition every year and do us proud by keeping our towns and villages looking well through litter picks, planting, and working with nature and biodiversity. They are always looking for volunteers who can help with tasks for as little as an hour per week so link in with them at local level if you would like to meet people and improve your local community at the same time!

Did you know that just 30 minutes of activity a day, indoors or outdoors, could have a huge impact on your health?

***Take care of your body:
Be Active, Eat Well, Get Outdoors, Rest***

Social & Cultural Activities

The following are a range of local groups and national organisations which provide opportunities for community, cultural and social activities.

Active Retirement Ireland:

This organisation is a national network of over 550 local active retirement associations that help retired people to enjoy a full and active life, and to advocate on their behalf. You can contact Active Retirement Ireland to find your local active retirement association or to get information on how to set up a new group in your area. You can contact them by telephone on 01 873 3836, by e-mail to info@activeirl.ie, or visit their website at www.activeirl.ie

Irish Countrywomen's Association (ICA):

The Irish Countrywomen's Association bring together both rural and urban women and their communities, and offers support, friendship, personal development, education and life-long learning. With over 440 Guilds across the country, the ICA provides an outlet to cook, travel, craft, and socialise, and also organises competitions across the guild structure. You can contact the national office to find your local ICA group or to set up a new group. You can contact them by telephone on 01 668 0002, by e-mail to admin@ica.ie or visit their website at www.ica.ie

Older Persons Groups:

There are many unaffiliated older persons groups across the city and county who meet in day centres and community centres to play cards, bingo, enjoy a chat or cup of tea, and arrange social outings for their members. You will usually find these by checking your local Parish Newsletter where they will give updates on their activities.

Community Centres:

Community Centres provide a vital link for local communities and are the focus of many daily activities. They are friendly places where anyone can meet old and new friends, learn new skills, and become involved in local community activities with anything from arts, crafts, dancing, yoga, or lunch clubs. Community Centres are the

cornerstones of our communities and the social bonds that are created at community centres help build strong, safe, and inclusive communities; and promote social interaction, volunteerism, and civic pride.

Men's Sheds:

A Men's Shed provides a welcoming place where men can gather and engage in a range of activities that are mutually agreed upon. They are open to all men, regardless of age, background, or ability. All Sheds are different, some like to do woodwork, whereas others get more involved in community activities. Like all people, men like to continue to be productive and contribute to those around them once in retirement age, and Men's Sheds provide a space where you can keep physically, mentally, and socially active. We are very fortunate to have almost 30 Sheds across the City and County, and you can check if there is a Shed in your area, or find support to set up a Shed in your own area, by contacting the Irish Men's Shed Association. You can contact them by telephone on 01 891 6150, by e-mail to info@menssheds.ie or on their website on www.menssheds.ie

Women's Sheds:

The development of Women's Sheds (or Hen's Sheds!) is more recent than Men's Sheds, but they serve the same purpose of providing a social outlet for women of all ages, backgrounds, and abilities to meet up at local level and pursue hobbies and common interests. There is a growing network of Women's Sheds nationally and in County Galway, we are fortunate to have Women's Sheds in Athenry, Clarinbridge, and Tuam. You can connect with the national Facebook page for Women's Sheds on <https://www.facebook.com/p/Irelands-Womens-sheds-100068053832469/>

Arts, Cultural and Heritage Groups:

Galway City and County is fortunate to have a thriving arts and culture scene, with a diverse range of activities from arts, heritage, historical, music, drama, choirs, and community theatre groups active at local level. Research has shown that older adults who participate in creative activities enjoy a higher quality of life and were less likely to be lonely, depressed, and stressed, than those who did not, with particular benefits for physical, mental and social wellbeing by engaging in group arts and creativity activities.

Rather than try to list all groups across the City and County in the above categories, we encourage you to check out what groups are active in your local community through local parish newsletters and notice boards.

Another useful point of reference is the **Public Participation Network**, which is a network of all community & voluntary groups active within the City and County. We encourage all older person's groups active at local level to register with the City or County Public Participation Network, and you can check their membership by location or group type at the following links:

In Galway City:

Tel: 091 528 325 / 085 214 5179 Email: info@galwaycitycommunitynetwork.ie

Website: <https://galwaycitycommunitynetwork.ie/members/directory-of-members/>

In Galway County:

Tel: 091 509 130 / 087 360 3379

Email: administrator@galwaycountypn.ie

Website: <https://www.galwaycountypn.ie/members-directory/>

Did you know that research shows that social connectedness can lead to longer life, better health, and improved wellbeing?

***When we're together,
everything is better.***

Social Inclusion Supports

While most older people will be able to actively seek out and engage in social and leisure opportunities in their area, there will be individuals who are unable to do so by virtue of being housebound, not being able to travel, having caring responsibilities, or being rurally or socially isolated. There may also be other groups within communities who may feel marginalised or are unsure where to go to for support. This section lists services which are aimed at ensuring that nobody is left behind, and that everyone has the chance to participate in social and leisure activities.

AMACH! LGBT Galway:

AMACH represent and advocate on behalf of the LGBT+ community in Galway city and county. They hold support groups, drop-ins, and activities where you can meet new friends, get information, and chill with like-minded people. Silver Rainbows is a group of older LGBTI people living in the West of Ireland. The group is open to all members of the LGBT community in Galway and neighbouring counties who are 50 years or older or who can identify with issues affecting people of that age.

For further information, contact AMACH by telephone on 089 497 5162 or by e-mail to info@amachlgbt.com or visit their website at www.amachlgbt.com

Ballybane Community Resource Centre:

The Ballybane Community Resource Centre based in Ballybane provides office space for the various agencies that work in Ballybane. Services that operate from the building include Ballybane Rainbow Childcare Centre, Eastside Family Support Services, Local Area Employment Services, Galway City Partnership (various services), HSE services. There are also many groups that use the centre.

The centre provides rooms for rental, and they vary in size to accommodate groups from 10 to 50+ people. It also has a sports hall that can accommodate 250+ people. Tea, Coffee, food can also be supplied on request. There is ample parking at the centre. Bookings can be made by telephone on 091-768300, by email to reception@bcrc.ie or by Facebook by searching Ballybane Community Resource Centre.

COPE Galway:

COPE Galway provide a range of one-to-one supports and services for older people in the community who live alone. They support individuals at home and in the community, as well as working with community groups who are meeting the needs of older people in their communities. Their mission is to support healthy, independent ageing at home. Their main supports and services are their day centres and activities for older people, community catering and community lunch clubs, Meals4Health meal delivery service, and befriending support. For further information, contact COPE Galway by telephone on 091 778 750, by e-mail at info@copegalway.ie or visit their website at www.copegalway.ie.

Croí na Gaillimhe:

Croí na Gaillimhe is part of the Society of St. Vincent de Paul charity. Their resource centre acts as a social network for older people living in the City or County of Galway, where they can attend classes, lunch clubs, and join a range of groups to take part in activities which are enjoyable and fun, sometimes educational, or creative, as well as accessing useful information and resources. For further information, contact Croí na Gaillimhe by telephone on 091 895 203, by e-mail to info@croinagaillimhe.ie or visit their website at www.croinagaillimhe.ie

Day Care Centres:

Community Day Care Centres provide a social outlet for older people in their community, including additional services such as meals, therapies, visits by public health nurses, and transport to and from the centres for people who use their services. The following is not an exhaustive listing of all Centres; therefore, you should check with your Public Health Nurse or GP to see if there are services closer to your local area.

Location	Name	Tel No.
Ballinasloe	Ballinasloe Social Services	09096 43217
Claregalway	Anam Croi Day Centre	091 739 385
Clonbur	Clonbur Day Care Centre	09495 46174
Glenamaddy	Glenamaddy Day Care Centre	0949659269 / 094-659059
Inverin	Tearmann Eanna CTR	091 505 540
Leenane	Leenane Day Centre	087 963 3970
Leitir Meallain	Comhar Chuigeal Day Centre	087 687 1628
Portumna	Portumna Day Care	09097 41740
Galway City	Sonas Day Centre Mervue	091 735 402

Family Resource Centres:

Family Resource Centres have already been outlined in Chapter 1 of this Directory of Services, but we are mentioning them again in this chapter as they provide a lot of one-to-one services to older people to enable them to feel socially connected, particularly those who are socially and rurally isolated. You will find the contact details for all Family Resource Centres in Galway City and County under Chapter 1 if you wish to enquire with them directly regarding their services.

Galway Contact:

The main aim of Galway Contact is to alleviate loneliness among older people. They offer a befriending visitation service in Galway City and surrounding areas. They run a Friday Morning social club in Galway City and have several other annual events throughout the year. They provide transport to several other social/lunch clubs in Galway City, and process applications for the Seniors Alert Scheme personal alarms covering all of County Galway. For further information, you can contact them by telephone on 091 867892, by e-mail to galwaycontact@gmail.com, or visit their website at <https://www.galwaycontact.ie/>

Local Development Companies:

Local Development Companies provide a range of services and programmes, many of which are targeted at assisting older people to maintain their independence and remain living in their homes for as long as possible. This can be achieved through a range of services which could include meal deliveries, transport, home visitation services, laundry services, assistance with form filling, linking with FoodCloud, and provision of social activities through weekly lunch clubs and respite breaks.

Name	Area	Tel
Comhar na nOilean	Galway Islands	099 75096
Forum Connemara	West Galway	095 41116
Galway Rural Development	East Galway	091 844 335
Galway City Partnership	Galway City	091 773 468

Social Prescribing:

Social Prescribing offers individuals, GP's, and other health professionals a means of referring people to a range of community supports which can have significant benefits for their overall health and wellbeing. It recognises that people's health is affected by factors such as poverty, isolation, and loneliness, and concentrates on linking a person into these local supports. A Social Prescribing Coordinator can help to connect you with activities and supports in your area such as walking and running groups, reading groups, self-help, adult education, men's sheds, gardening, arts, and creativity. The HSE has developed a new Social Prescribing Service in Galway City and County in conjunction with Galway City Partnership and Galway Rural Development. The Galway County service is currently in Tuam, Athenry & Loughrea and hopes to expand to other parts of the county over time.

Contact the Galway City Social Prescribing Coordinator:

Tel: Suzanne McKane on 091 773 466 / 083 196 9370

Email: suzanne@gcp.ie Website: www.gcp.ie

Contact the Galway County Social Prescribing Coordinator (Tuam, Athenry, Loughrea):

Tel: Katie Grant on 091 844 335 / 087 475 9547

Email: katiegrant@grd.ie Website: www.grd.ie

Westside Age Inclusion:

This service is run from the Westside Resource Centre every Wednesday from 1pm to 4pm. The club has 23 regular users and is delivered every second week by 2 staff members and 2 volunteers. Some service users are picked up from their homes if no transport is available but must be in the Westside area for pickup. Service users have a hot meal in the club which is provided by community catering and have regular activities each week such as bingo and on occasion have someone come to do a workshop such as flower arrangement, cookery, etc. The cost of the club is €8 per week for the meal and bingo. For further information, contact Westside Age Inclusion by telephone to 091 589 861 or check out their website at www.ageinclusion.ie

Westside Resource Centre:

Westside Resource Centre CLG is a community-based organisation and provides fully serviced offices to a variety of services and local branches of national organisations. They support community work in the local area and are very much involved with community initiatives such as Westside Arts Festival, Westside Christmas Market, Social Inclusion Week and Culture Night. The resource centre serves as a base for several local community groups such as Westside Community Patchers, Westside Men's Club, Westside Craft Group and Westside Community Organic Garden. For further information, contact Westside Resource by telephone on 091-528325, by e-mail to info@westsidesourcecentre.ie or visit their website at www.westsidesourcecentre.ie

Civic Participation & Learning

The Age Friendly Programme recognises how much older adults in Ireland contribute to and benefit their extended families and the communities in which they live. With people living longer and healthier lives, it is often older people who keep communities together, by providing care for grandchildren, volunteering in local groups, and raising money for local causes and charities. Our annual Positive Ageing Local Heroes Exhibition gives a snapshot of the amazing role models for active and healthy ageing which exist across the City and County. Thankfully, learning and volunteering is good for your health and resilience, so this section gives you an overview of opportunities to become more involved in your own personal development and your community's development. As the saying goes, it's never too late to learn something new!

Older Peoples Council:

As we have said, older people are at the heart of the age friendly programme, and the Older Peoples Council are volunteers who represent the voice of older people in Galway City and County. An Annual General Meeting (AGM) is held every year and an Executive Committee is elected who meet every 6-8 weeks to participate in the development of activities, events, policies, and programmes which help make our

City and County a better place to grow old in. Individuals, Older Peoples Groups, or representatives of older people in care settings, are all welcome to join the Older Peoples Council to ensure their voice is heard.

To sign up to the Older Peoples Council, please contact:

For Galway City: telephone 091 536 460 or e-mail agefriendly@galwaycity.ie

For Galway County: telephone 091 509 521 or e-mail agefriendly@galwaycoco.ie

Galway & Roscommon Education and Training Board (GRETB):

Recognising that it's never too late to learn, GRETB offer an extensive range of Lifelong Learning and Adult Education & Training options for people who want to return to education or build up their skills in a particular area. Their Community Education programmes allow learners to identify their own learning needs, and to take part in the course in an informal setting in their own community for 6-8 weeks. GRETB work with many community groups including Men's Sheds, Women's Groups, Active Retired Groups, Disability Groups, and Community Groups, to deliver courses from DIY to health & fitness.

For further information on all further education and learning options:

Tel: 091 874 500

Email: info@gretb.ie

Website: www.gretb.ie

YouTube: https://youtu.be/_ANB90L4Po0

Galway Volunteer Centre:

If you are unsure what volunteering roles are available in your local area and groups, or you want to try something different, you can contact the Galway Volunteer Centre who match individual volunteers with a variety of groups and organisations who are looking for volunteers. They also offer advice and support to both the individual volunteer, and the organisations through providing information, training, and any Garda-Vetting required for particular roles.

You can contact the Volunteer Centre for further information on:

Tel: 091 581 727

Email: info@volunteergalway.ie

Or visit their website at www.volunteergalway.ie

Transport

The objective of the age friendly programme in relation to transport is to provide safe, accessible, and reliable community and public travel options for older people, and to ensure they have information about all available transport options. In addition, there is now an increased emphasis on active travel measures, which are related to improving walking and cycling options within our city, towns, and villages. This chapter gives an overview of the main transport options available in the City and County.

Bus Services

Bus Services in Galway City:

The following is a list of Galway City Bus Services which are delivered by Bus Éireann and City Direct Bus Service.

Route No.	Route Destinations (Bus stop Company)
401	Parkmore - Eyre Square – Dr. Mannix Road (Bus Éireann)
402	Shangort Road (Seacrest) – Eyre Square – Merlin Park (Bus Éireann)
404	Newcastle – Eyre Square – Oranmore (Bus Éireann)
405	Rahoon – Eyre Square – Ballybane (Bus Éireann)
407	Eyre Square – Bóthar an Chóiste (Bus Éireann)
409	Eyre Square – Parkmore Industrial Estate (Bus Éireann)
410	Eyre Square – Knocknacarra (City Direct)
411	Eyre Square – Westside - Cappagh Road (City Direct)
412	Eyre Square – Cappagh Road (City Direct)
424	Eyre Square – Barna (City Direct)

How do I get to my hospital appointment?

If you arrive in Galway City on a bus or train, it can be confusing to figure out which bus to use to get to your hospital appointment. We hope this short guide is of use to you.

University College Hospital Galway:

- 402 bus departs from Eyre Square (bus stop 6) and has a stop directly across the road from the hospital. If you are getting the bus from Shangort Road / Knocknacarra, the bus stops directly at the bus stop outside the hospital gate.
- 404 bus departs from Eyre Square (bus stop 5) and has a stop a short distance from the hospital, across from the University. Coming from the Westside direction, the bus stops directly at the bus stop outside the hospital gate.
- 405 bus departs from Eyre Square (bus stop 5) and stops a short distance from the hospital, across from the University. Coming from the Knocknacarra direction, the bus stops directly at the bus stop outside the hospital gate.
- 410 bus departs from Eyre Square (bus stop 4) and stops directly across the road from the hospital. Coming from the Cappagh Road direction, the bus stops directly at the bus stop outside the hospital gate.
- The 405 is the first bus that departs Eyre Square in the morning to go to the University College Hospital Galway.
- The 404 is the last bus that leaves the University College Hospital Galway to go to Eyre Square.

Bon Secours Hospital and Merlin Park Hospital (also Galway Hospice):

- 402 bus departs from Shangort Road, Knocknacarra, and has multiple stops which include University College Hospital Galway, Eyre square (bus stop 1), and arrives at the bus stop across the road from the Bon Secours Hospital & Galway Hospice on the Dublin Road. It then continues to Merlin Park Hospital and has a stop in the Hospital Grounds.

Galway Clinic:

- 404 bus departs from Westside Shopping Centre. It has multiple stops which include lower Newcastle near University College Hospital Galway, Eyre Square (bus stop 1) and there is a bus stop in the grounds of the Galway Clinic. The bus then continues to Oranmore Town Centre.

Local Link Bus Services in Galway County:

Local link Galway is the public transport service provider in County Galway that operates under TFI (Transport for Ireland). Local Link provides safe and accessible transport services for our rural areas and improves connectivity with national bus and rail services. The Free Travel Pass is accepted on all their services and cash fares are payable by anyone who does not hold a Free Travel Pass (regular services also accept Leap Card). There are 3 types of services; regular, fixed, and door-to-door services.

Regular Rural Services are usually available 7 days per week (excluding some public holidays) and have a regular daily schedule of services to and from the route destinations. They have fixed bus stops like all public transport services and are used frequently by residents, commuters, students, and tourists alike.

Regular Rural Services		
Route No.	Route Destinations	Other Towns/Villages with stops on Route
431	Claremorris – Carraroe	Hollymount, Ballinrobe, Neale, Cong, Clonbur, Cornamona, Maum, Maum Cross, Screebe, Costelloe.
432	Carraroe – Clifden	Costelloe, Screebe, Rosmuc, Kilkieran, Carna, Lehanagh, Roundstone, Ballyconneely.
438	Galway – Tuam	Menlo, Ballindooley, Cloonboo, Lisheenanoran, Annaghdown, Corrandulla, Aughclogheen, Bunatubber, Headford, Belclare.
546	Castlerea – Ballinasloe	Williamstown, Glenamaddy, Kilkerrin, Moylough, Mountbellew, Caltra, Ahascragh.
547	Portumna – Ballinasloe	Eyrecourt, Lawrencetown.
548	Loughrea – Ballinasloe	Kilreekil, Cappataggle, Kilconnell.
934	Gort – Loughrea	Peterswell, Castledaly, Kilchreest.

Fixed Services also have bus stops like all public transport services; however, they are available on a limited or fixed timetable of weekly or monthly services, to and from the specified route destinations.

Fixed Services	
Route Destinations	Current Fixed Schedule
Cashel - Clifden	Thursday
Headford – Galway	Friday Evenings
Killimor – Ballinasloe	Monday to Friday (temporary service)
Mountbellew - Galway	First Saturday of the month
Portumna & surrounding area	Friday & Saturday weekly
Portumna – Athlone	First Friday of the month
Portumna – Loughrea	Monday to Friday twice daily
Woodford – Galway	First Saturday of the month

Door-to-door Services are bus routes with the added benefit of collecting and dropping off passengers directly at their homes. There are over 40 of these services countywide which offer great peace of mind to those who may otherwise be unable to access transport services. You must pre-book your place with the Local Link Office at least one day in advance of travelling. The number and times of services can vary so it is always advisable to check with the Local Link Office.

To ensure you have up-to-date information on services, please contact Local Link at:

Tel: 091 842 384 Email: galway@locallink.ie

Or visit their website at: www.locallinkgalway.ie

Bus Services – national & regional:

Bus Éireann offers commuter rural and local services to Galway City, Galway County and nationwide. All routes from Galway city leave from the Bus/Train Station in Eyre Square. Leap Card and the Free Travel Pass are accepted on all these services. The following table provides information on some of the routes to and from Galway City.

No.	Route Name	Bus Stops in County Galway
52	Galway – Ballina	Claregalway, Tuam, Milltown
64	Galway – Derry	Claregalway, Tuam, Dunmore, Cloonfad
65	Galway – Cavan	Claregalway, Tuam, Moylough, Mountbellew, Ballygar

350	Galway – Ennis	Oranmore, Maree, Clarenbridge, Kilcolgan, Ballinderreen, Kinvara
417	Galway – Ballinastack	Castlegar, Cregboy House, Claregalway, Loughgeorge, Carraghys Cross, Currandrum, Corofin Cross, Corofin, Ballinastack
419	Galway – Clifden	Cloniffe Cross, Clydagh Bridge, Moycullen, Donnelly's Cross, Tipperary Cross, Rosscahill, Oughterard, Glengola Bridge, Bunakill, Maam Cross, Maam Bridge, Kilmilkin, Leenane, Salruck Ross, Recess Cross, Kylemore, Letterfrack, Moyard, Caher, Recess, Cashel Cross, Canal Bridge, Toombeola Bridge, Roundstone, Ballyconneely, Derrylea
424	Galway – Lettermullen	Barna, Furbo Bridge, Spiddal, Inverin, Tully Cross, Rossaveal, Costello, Muckinagh, Screebe, Gortmore, Derryrush, Kilkerrin, Carna, Costello, Carraroe, Upr. Derryartha Cross, Bealadangan, Lettermore, Tiernee
425	Galway – Longford	Cregboy House, Claregalway, Loughgeorge, Lackagh, Turloughmore, Bullaun Cross, Ballygluinin Cross, Abbeyknockmoy, Newtown Cross, Dereen Cross, Horseleap Cross, Dempseys Cross, Moylough, Mountbellew, Ballinbglass Cross, Newbridge, Ballaghlea School, Ballygar
425A	Galway – Mountbellew	Donnellans Cross, Carnmore Cross, Cashla, Moor Park, Cussaun Cross, Roundfield, Monivea Cross, Abbey Cross, Garbally, Menlough, Glantane, Castleblakney, Caltra
429	Galway – Castlerea	Claregalway, Loughgeorge, Tuam, Dunmore, Cloonfad, Gortnaleen, Cashells Cross, Glenamaddy, Polishask Cross, Williamstown, Ballaghaunbeag, Knockagonnell, Ballymoe
434	Galway – Gort	Rosshill Cross, Oranmore, Tonroe Cross, Clarenbridge, Kilcolgan, Ardrahan, Labane, Kiltartan Cross
456	Galway – Castlebar	Ballindooley Stores, Curramore Bridge, Cloonboo, Corrandulla Cross, Ballinrubbagh, Flahertys Cross, Tierneys Cross, Headford, Shrule

For Bus Éireann City and Local service enquiries, LoCall 0818 294 015
For Bus Éireann Expressway/Intercity services: LoCall 0818 15 15 15
Or visit their website at: www.buseireann.ie
Or send a message via contact form: [Send a message - Transport for Ireland](#)

Taxi Services

Wheelchair Accessible Taxis:

Wheelchair Accessible Taxis must meet several additional vehicle requirements designed to allow at minimum one person seated in their wheelchair, with one other passenger. They must also give priority booking to people with disabilities.

If you have difficulty obtaining an accessible service, you can check the Register of Wheelchair Accessible Vehicles at the following link:

<https://www.transportforireland.ie/getting-around/by-taxi/wheelchair-accessible-vehicle-wav-register/>

Alternatively, you can contact the National Transport Authority Information Line at:
Tel: 0818 064 000 Email: taxis@nationaltransport.ie

Driver Check App:

Transport For Ireland's Driver Check App allows users to check that the vehicle they are about to hire has been registered correctly and that the driver has the appropriate license to operate the vehicle. You can check details including a photo of the driver and can forward this information to a friend (minus the photo). This is to provide reassurance to the user that they are travelling safely and that there is a record of their trip. All of Ireland's taxis, hackneys, limousines and all SPSV (Small Public Service Vehicles) drivers are covered by this App. If the information appears incorrect, it is possible to submit a report.

Link below to Transport for Ireland Check driver App:

<https://www.transportforireland.ie/getting-around/by-taxi/driver-check-app/>

Train Services

Irish Rail:

There are up to 10 daily departures from Galway that connect directly by intercity rail to Dublin. All the other major train hubs in Ireland are accessible by indirect rail from Galway, for example:

- you must transfer to another train in Athlone for Westport or Ballina.
- You must transfer to another train in Athenry for Limerick
- You must transfer to another train in Portarlinton for Cork or Tralee.

All Irish Rail services accept the Free Travel Pass.

For further information, please contact Irish Rail:

Tel: Lo Call 0818 366 222 or 01 836 6222 Website: <https://www.irishrail.ie/en-ie>
 Tel: Athenry Station: 091 844 037 Ballinasloe: 09096 42105
 Athlone: 09064 87708 Galway Ceannt: 091 537 576

Transport Operators in the Free Travel Scheme

The following Private Transport Operators in Galway City and County accept the Free Travel Pass.

Company	Phone Number
Aer Arann	091 593034
Burkes Bus	093 55416
Citylink / Go Bus	091 564 164
Cummer Coaches	091 564600
Farragher International Travel	087 618 1176
Galway City Direct Ltd	091 528222
Inishbofin Ferry	095 37228
Aran Island Ferries	091 568903

The Free Travel Section of the Department of Social Protection issue an updated list of Transport Operators who accept the Free Travel Card. You can access or query the list at any time by contacting the Free Travel Section at:

Tel: 071 915 7100 or 0818 200 400

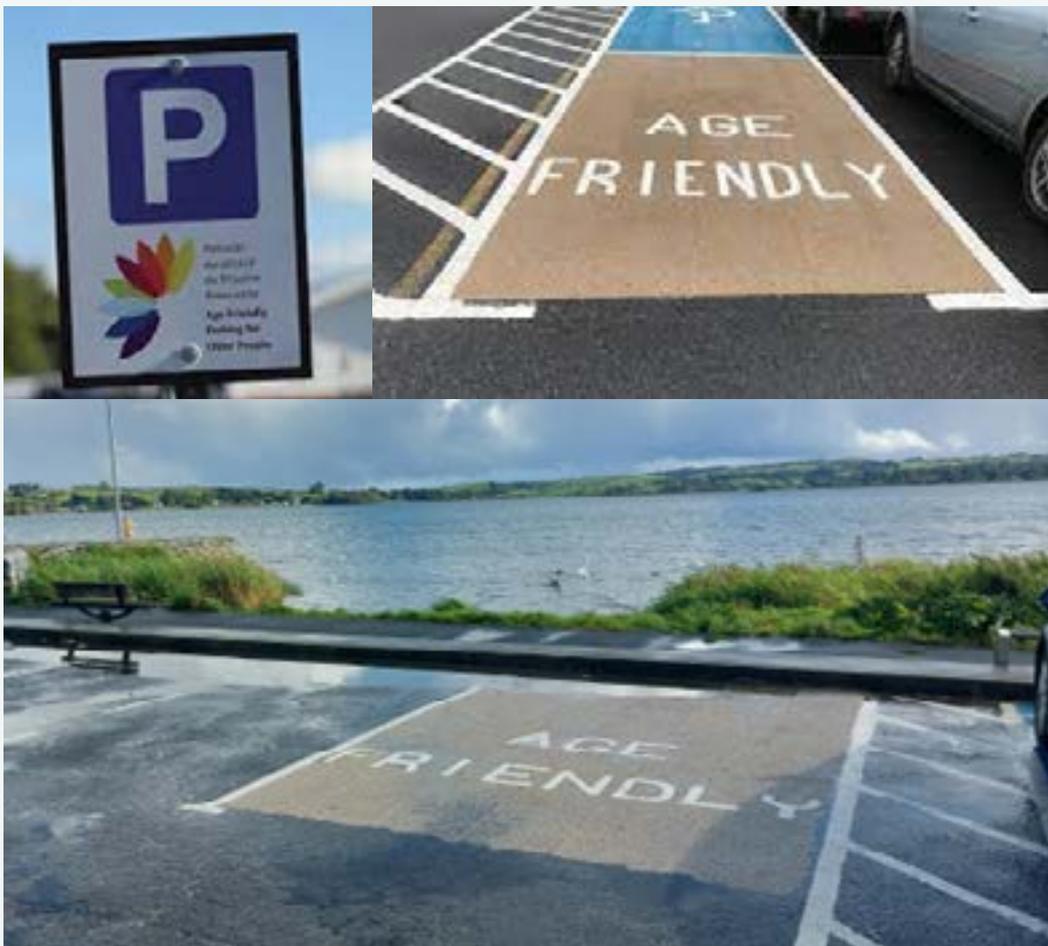
Email: freetravelqueries@welfare.ie

Website: <https://www.gov.ie/en/service/9bba61-free-travel-scheme/>

Age Friendly Parking Spaces

Look out for them!

Age Friendly parking spaces have been introduced at many community facilities, libraries, and other important facilities across the City and County. For example, they have recently been installed at Ballybane and Westside Libraries in the City, and at the Corry's Field Amenity Area in Loughrea in the County. The Age Friendly parking spaces are courtesy spaces (similar to parent and baby spaces) and the public is asked to respect these spaces and leave them free for older people to use.



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Comhairle Cathrach
na Gaillimhe
Galway City Council



Cúram Sláinte Phobail, Iarthar
Community Healthcare West



Comhairle Chontae na Gaillimhe
Galway County Council