



BEFRIENDING SERVICES NATIONAL DIRECTORY 2016

A comprehensive directory of Befriending
Services for Older People in Ireland.

ALONE

Helping older people in need



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1.1 About the Directory:

Down through the years ALONE has received numerous calls from people across the country looking for Befriending Services in their area.

We found that there was no central database for local Befriending Services, so in 2013 we began the task of collating the details of all these services. We published the first directory in 2014, and this is the updated version.

1.2 About ALONE

ALONE is a national organisation that helps older people in need to age at home. We work with all older people who need support with issues like loneliness, ill health, poverty, poor housing or homelessness. We support them through these challenges and link them in with the relevant services they need to live in the community. ALONE is independent and receives no government funding for the day to day running of our services. We have 250 active volunteers that are trained and supported by professional staff. All our services are quality approved ensuring we are high value and low cost. 100% of all donations goes directly to providing services to older people in need.

Our Vision is of a society where older people are included as valued and empowered members of the community.

Our Mission is to support older people in need through Supportive Coordination, Befriending, Supportive Housing and Campaigns for Change.

Our Core values are Partnership, Innovation, Dignity and respect for the individual, Transparency, Companionship, Non-Judgemental.

What we do:

ALONE's **Befriending Service** provides companionship to older people who are socially isolated through a weekly volunteer visit. Volunteers provide support with practical tasks and basic advocacy. The Befriending Service is designed to alleviate the negative impacts loneliness has on mental and physical health. All ALONE volunteers are trained and supported by professional staff. If the older person's needs change, staff coordinate the additional supports the older person needs to allow them to remain living at home.

Why do we train and vet our volunteers?

In ALONE we strongly believe that a service that is based on a one to one

relationship, should be properly managed and delivered by high quality volunteers. All our volunteers go through a comprehensive training and vetting programme to ensure that the older people can be guaranteed a quality service. Volunteers are also supported in their role by professional staff. The older people who are befriended get regular check in calls to ensure they continue to be happy with the service. This approach manages risk and ensures both the older person and volunteer are protected. ALONE Befriending Service and ALONE's Volunteer Programme both have achieved quality marks for service delivery.

ALONE's **Support Coordination Service** works with older people who need extra support to age at home. Professional staff work with the older person to assess their immediate situation and when necessary link them in with the relevant services in their community. Staff maintain contact with the older person as required to ensure long term solutions have been achieved.

ALONE's **Supportive Housing Service** provides homes to older people who are homeless or at risk of homelessness and need a level of support. Our Support Coordinators work with each resident to ensure they have the relevant services they need to live independently. The level of support an older person receives is based on their changing needs. Every ALONE home is age friendly and is maintained to a high standard.

ALONE's **Campaigns for Change** are designed to tell the truth about the challenges some older people face. We work directly with older people in need, meaning that all our campaigns represent the real situations facing the older people we work with. As well as highlighting issues, our campaigns are also designed to make real changes at an individual, local and political level. In ALONE we are working on a ten year vision where older people will have the choices and access to services which help them age at home.

ALONE's commitment to Quality and Transparency

In ALONE we take a leadership role around quality, transparency and accountability.

- We are the first organisation in the Republic of Ireland to achieve the internationally recognised **Quality in Befriending Award**.
- We have achieved the Investing in **Volunteers Quality standard**.
- We have become the second charity in Ireland to achieve the internationally **recognised ISO Quality Standard for services delivery**.
- An external evaluation of ALONE's Befriending service was undertaken and the report published in 2015.

- We are a registered charity. Our charity number is CHY 8259.
- We comply with ICTR standards in Fundraising.
- Our accounts are externally and independently audited and we comply with SORP standards.
- We publish an Annual Report which shows the work we do, the outcomes achieved and our income and expenditure.
- In 2016 our Support Coordination service will be externally assessed. The report will be published.
- Our Board operates to good practice guidelines for governance and has signed up to Governance Code.
- We are an approved Housing Body.
- We have signed up to the Government's Voluntary Code for Housing Bodies.
- We are a member of the Irish Council for Social Housing (ICSH) and we participate in the HAPM (Housing Association Performance Management) survey.
- ALONE adhere to data protection guidelines and have an ALONE data protection policy.

1.3 Loneliness as a Health Issue

Loneliness is a health issue and Befriending is a health intervention

Loneliness has been shown to have a negative impact on people's health. Individuals who suffer from loneliness are left more vulnerable to a variety of health issues.

Numerous studies have shown how Befriending is proven to be a health intervention.

'Loneliness and isolation is one of the most horrible feelings a person can have. A person can be in a big crowd of people and still feel consumed by loneliness, because the people are strangers who do not care about you'.
Jack is 70 and uses the ALONE Befriending Service.

Here's what the research proves:

- Loneliness can lead to a number of health issues including depression, dementia, disability, cardiovascular disease, infectious illness, cognitive deterioration and mortality (Steptoe et al 2013).
- "Loneliness is an important predictor to depression," (Kamiya et al 2013). Depression is projected to be the second leading cause of disability worldwide by 2020 (TILDA2011).
- In an RCSI 2005 study it is documented that 29% of older people living alone reported feeling lonely compared to 6% of other categories. In Ireland, estimates suggest that the overall economic cost of mental health problems is €3 billion per annum; only cardiovascular disease is likely to contribute more to the overall burden of illness (TILDA , 2011).
- "Social isolation increases the risk of developing dementia" (Cacioppo, 2007).
- "Social isolation has also been associated with elevated blood pressure, C-reactive protein, and fibrinogen and with heightened inflammatory and metabolic responses to stress" (Steptoe et al 2013).
- There are disproportionate numbers of females among people with high support needs reporting loneliness. The proportion of females living alone increases with age, with females accounting for almost three quarters of all persons aged 85 and over living alone (CSO, 2012). According to a 2005 report by RCSI 32% of older people with high severe functional impairments felt lonely "quite/very often" while 38% felt lonely "sometimes" which demonstrates a strong link between disability, depression, high support needs and loneliness.
- Befriending schemes have proved one of the more effective services for combating both isolation and loneliness

In 2015 ALONE carried out research on our own Befriending Service. The research found that when older people were asked whether or not they felt isolated or lonely following befriending, 86% said 'no'. This represents a 60% decrease in isolation and loneliness since they started being visited by a volunteer.

2.1 Befriending Network Ireland



Following on from the research that was carried out in 2014 to develop the first edition of this directory ALONE decided to establish a national network to provide support to befriending services.

Befriending Network Ireland was established in June 2015 and since then there has been significant progress in implementing its two year strategic plan. Some of the key milestones are listed below

- An official membership for Befriending Network Ireland was established towards the end of 2015, with a membership leaflet distributed to all befriending services linked with the network.
- A logo for Befriending Network Ireland was designed.
- Monthly Befriending Network Ireland newsletters were sent out from late 2015 to keep the wider Network updated on changes and the progress made.
- Two sub groups have been created – an Advisory Group and Data Collection Subgroup
- A survey has been sent to all members around data collection on all befriending services
- Volunteer and Coordinator training has been provided to the network.
- A profile on Befriending Network Ireland along with links to research in befriending is also present on the ALONE website along with a map of all current services linked to the network.

Befriending Network Ireland's Vision Statement

A society where older and vulnerable adults experiencing loneliness and social isolation are supported by quality befriending services in Ireland to improve health and well-being.

Mission Statement

To promote the work of befriending, and support befriending groups in providing quality services to older and vulnerable people to alleviate social isolation and loneliness.

Goals

1. To provide a network for Befriending Groups in Ireland and promote information exchange and shared learning.
2. To support and promote best practice training, resources and quality assurance tools.
3. To collect evidence-based data on the value and impact of befriending services on health and well-being. To promote research and to highlight the link between isolation, loneliness and health and well-being.
4. To campaign to alleviate isolation and loneliness and provide a national voice to represent, campaign and advocate on behalf of the befriending sector in Ireland.
5. To ensure the future sustainability of Befriending Network Ireland and ensure that it is managed in a professional, transparent and effective manner.

Values

- Person Centred approach
- Equality of Service & Transparency
- Innovation & Inclusion
- Collaborative & Professional

2.2 Quality in Befriending

In 2016 ALONE was the first Irish Befriending organisation to receive the “Quality in Befriending Award”, an internationally recognised standard developed by Befriending Networks Ltd in Scotland.



The accreditation process, carried out by Befriending Networks Ltd in the UK, covers nine practice areas relating to the effective operation of a befriending service including competency in volunteer recruitment, vetting, induction, training, matching and supervision. In addition to volunteer management the application also audited assessment processes, risk management, governance, monitoring and evaluation.

As a vital part of achieving a quality standard in befriending is training, BNI aims to assist befriending services across Ireland receive a similar award through various forms of training listed below.

2.3 Coordinator and Volunteer Training

As part of Befriending Network Ireland's goal to support and promote best practice training, resources and quality assurance tools, training is delivered to aspiring and current Befriending Coordinators and Befriending Volunteers.

Coordinator training involves one full day of training covering areas such as how to set-up a befriending service for older people, where to start in operating your service and ongoing management of your service. This training is usually held in Dublin, and upcoming dates are normally published on the Befriending Network Ireland section of the ALONE website.

BNI Volunteer training is available to Befriending Services who would like to have their volunteers fully trained in advance of visiting an older person. The training consists two modules delivered on two separate days for quality assurance. Subject areas covered include boundaries, active listening and the dos and don'ts of befriending. The training is delivered on site at a location convenient to each service.

3.1 Overview of Befriending Services across Ireland

Table 1. Overview

Total No. of Befriending Organisations Identified	52
Total No. of Organisations Offering Telephone Befriending	31
Total No. of Organisations Offering One-to-One Visitation	45

Table 2. By County

County	Telephone Service	Befriending/ Visitation	Total
Carlow	0	1	1
Cavan	1	0	1
Clare	1	0	1
Cork	5	4	9
Donegal	1	2	3
Dublin	4	8	12
Galway	0	2	2
Kerry	0	1	1
Kildare	0	2	2
Kilkenny	0	1	1
Laois	0	3	3
Leitrim	2	2	4
Limerick	2	5	7
Longford	1	0	1
Louth	2	1	3
Mayo	2	1	3
Meath	1	1	2
Monaghan	0	0	0
Offaly	0	1	1



County	Telephone Service	Befriending / Visitation	Total
Roscommon	1	0	1
Sligo	1	0	1
Tipperary	1	0	1
Waterford	0	2	2
Westmeath	0	2	2
Wexford	0	1	1
Wicklow	1	1	2
National Organisations	4	5	9

Gaps in Services

We continue to receive many calls from lonely and isolated older people across Ireland. When these calls come to ALONE we work to identify local Befriending Services where we could refer these enquires on to. This can remain a challenge as certain parts of the country do not have local Befriending Services that can provide a home visit to an older and/ or vulnerable person. Gaps in service provision still remain outside major cities, Cork, Dublin and Limerick. This coupled with the geographic isolation of rural Ireland could lead to further isolation of older people in our communities, putting their health at serious risk. With the support of Befriending Network Ireland we hope to address such gaps in the future which will impact positively on the general health of older people across Ireland.

The ongoing challenge of sustainability

From the publication of the previous directory in 2014, some services ceased operation. A key issue that appears to have contributed to this is a cut in funding which made these services unsustainable. Other possible contributing factors can be attributed to poor training and proper resources. Through the support of Befriending Network Ireland we hope that Befriending Services can become more sustainable in the future.

3.2 Future Directories

ALONE hopes to update this Directory once a year, resources permitting. If we have missed out on your services, or you are starting a new one please fill in the form at the end of this pack and email it back to us.



Part 4: Befriending Directory

4.1 Carlow

Organisation	Kilkenny & Carlow Contact
Contact Details	Address: Carlow Office Tel: 059 9136340
Type of Services	Befriending/Visitation
Service Area Coverage/ Geographic Boundaries	County Carlow

SEE 4.10 FOR MORE DETAILS

4.2 Cavan

Organisation	RISE Project - Rossinver Calling / Befriending
Type of Services	Telephone Service
Service Area Coverage/ Geographic Boundaries	'Rossinver Calling' is available in West Cavan

SEE 4.12 FOR MORE DETAILS

4.3 Clare

Organisation	Clarecare
Contact Details	Address: Clarecare, Harmony Row, Ennis, Co. Clare. Tel: 065 682 8178 Email: info@clarecare.ie / jmcmahon@clarecare.ie Website: www.clarecare.ie
Type of Services	Conas atá tu is a social support network connecting with older people in their homes or at Clarecare day centres.

Target Age Group	For older people aged 65+
Details on Service	Befriending older people by calling, phoning, setting up home help or arranging for them to attend day centre is central to the Conas atá tu network. Clarecare looks to identify older people who are vulnerable or where loneliness, isolation or security is an issue.
Referral Process	People can refer themselves or be referred by relatives, family members, neighbours, primary care team, and community, voluntary and statutory organisations.
Service Area Coverage/ Geographic Boundaries	County Clare

4.4 Cork

Organisation	Ballyhoura Rural Services
Contact Details	Address: Ballyhoura Rural Services Ltd, Market House, Churchtown, Mallow, County Cork. Call 022 59984 or 086 3216825 Email: goconnor@ballyhouraruralservices.org Website: www.ballyhouraruralservices.ie
Type of Services	Befriending/Visitation & Telephone Service
Target Age Group	No age category
Details on Service	Ballyhoura Rural Services operates both a visitation service and a Community Phone Link service. The visitation service consists of a Community Support Worker visiting an individual once or twice weekly. This can simply be for a friendly chat, company on an outing or travel, assisting with phone calls, appointments or filling out forms etc. Increasingly, Community Support Workers provide respite relief to carers and family members caring for older people suffering from early onset dementia and/or Alzheimers Disease.

Details on Service	Community Phone Link consists of a friendly phone call once or twice a week from a trained member of staff and is available to anybody in the Ballyhoura area who would appreciate a regular call, particularly older people. The service is free of charge and operates Monday to Friday from 9am to 5pm. We offer a Helping Hands Handyman service where we undertake odd jobs/repairs around the house and garden for a small fee to cover costs incurred. We also have a reminiscence project where we record Clients/Community Members life-stories and publish them in booklet and digital sound recording formats.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Ballyhoura area - South and East Limerick and North County Cork.

Organisation	Mahon Community Development Project
Contact Details	Address: Mahon Community Development Project, Unit 7, Avenue de Rennes, Mahon, Co. Cork. Tel: (021) 435 9070 Email: info@mahoncdp.com Website: https://www.facebook.com/MahonCDP
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 60+
Details on Service	Mahon CDP runs a befriending service whereby a local volunteer visits an older person living alone or isolated in the Mahon community. The volunteer visits the older person for an hour a week for a friendly chat.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Mahon area, Co. Cork.

Organisation	IRD Duhallow
Contact Details	Address: James O’Keeffe Institute, Newmarket, Cork Tel: 029-60633 Email: duhallow@eircom.net duhallow@irdduhallow.com Website: www.irdduhallow.com
Type of Services	Telephone Service Care and Repair Service Befriending/Visitation
Target Age Group	For older people particularly those living alone
Details on Service	IRD Duhallow provides a free friendly phone call service to older people in Duhallow at a time suitable to them. The service encompasses a free friendly chat and often information is provided on other services such as; Better Energy Warmer Homes Scheme, the Duhallow Meals on Wheels Service or the Essential Repairs grant in the County Council. IRD Duhallow also offers an odd jobs service to older people in the locality such as strimming hedges, putting locks on doors etc. IRD Duhallow has a befriending service that offers older people a visit by a volunteer once a fortnight.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Duhallow Barony which covers North west Co. Cork and part of East Co. Kerry – 36 communities including 4 market towns.

Organisation	Friendly Call Cork
Contact Details	Address: Cork City Partnership Gurrabraher Office, Parochial Hall, Knockfree Avenue, Churchfield, Cork. Tel: (087) 636 6407 or (021) 4301700 Email: Brenda.Barry@partnershipcork.ie Website: www.corkcitypartnership.ie
Type of Services	Telephone Service

Target Age Group	For older people and those with chronic illness.
Details on Service	The Friendly Caller will chat to clients about their day and check on how they are feeling. It also provides friendship and security making clients feel safer at home. A simple regular phone call can make a huge difference to individuals who are living alone, helping alleviate loneliness and isolation. We hold a bi-monthly Afternoon Tea for our Friendly Call Clients giving both clients and volunteers a chance to meet face-to-face. We also organise transport to the event.
Referral Process	We work in partnership with Community Workers, Public Health Nurses, Social Workers, Hospital Discharge Coordinators, Community Garda, Age Action, and Day Centres around the city and other agencies in providing our service, receiving referrals and signposting clients in the right direction when needed.
Service Area Coverage/ Geographic Boundaries	Cork City Area and surrounds..

Organisation	Local Link Cork Rural Transport ‘Link-Ring’ call and listening service
Contact Details	Address: Local Link Cork Office, 5 Main Street, Bantry, Co.Cork Tel: 027-52727 Email: david@locallink.ie Website: www.locallink.ie
Type of Services	Telephone Service
Target Age Group	No age category
Details on Service	We arrange calls on a day that suits. We can have a chat, check how the client is doing or if there is anything they need. We can give information on local events or refer to Citizen’s info / MABS.
Referral Process	Get in touch themselves or through a third party.
Service Area Coverage/ Geographic Boundaries	West Cork - no strict boundary

Organisation	St. Michael's Centre
Contact Details	Address: South Main Street, Bandon, Co. Cork. Tel: 023 88 41681 Email: stmichaelscentreoffice@gmail.com
Type of Services	Befriending/Visitation & Telephone Service
Target Age Group	For older people aged 55+
Details on Service	Telephone service has been in existence for 10 years. Visiting service is just starting and will cover the same catchment. It will involve volunteers visiting homes of people who request the service. It will also involve a sitting service for family members while their carers have to go shopping etc. The visiting/sitting service will not involve us undertaking any chores or other interventions. We are providing company for people. Strict bounds of confidentiality will apply. Volunteers will work under our Vulnerable Adults Policy and Guidelines. Volunteers have identity badges and are appropriately trained.
Referral Process	Those requesting visits can contact the centre at 023 88 41681 directly themselves (weekdays) or we can take referrals from Public Health Nurses/other medical professionals and family members or friends provided they know that the person wants a visit.
Service Area Coverage/ Geographic Boundaries	Up to 20 mile radius of Bandon town

4.5 Donegal

Organisation	Good Morning Service Co. Donegal
Contact Details	Address: Good Morning Service, 6 Ardaravan Square, Buncrana, Co. Donegal Tel: (074) 93 21598 / 086 7208686 Email: gmsdonegal@hse.ie
Type of Services	Befriending/Visitation Telephone Service

Target Age Group	For older people aged 60 +
Details on Service	Good morning Service: is a free telephone service for people aged 60 and over. A local volunteer calls an individual on a regular basis to ensure they are safe and well and also to provide help and support. The Service is managed from the main office in Buncrana covering the Inishowen area and five outreach centres hosted by community organisations in Donegal Town, Burtonport, Falcarragh, Letterkenny, and Lifford. All administration is carried out in the Buncrana Centre. Advocacy: The service also advocates for older people and refers clients to health services and any other organisation that may be of help in relation to each individual's needs and concerns. Care & Repair: In Inishowen the service provides a Care & Repair service offering older people help with home maintenance; light repair work; shopping; transport and social services. The Friendly Face Befriending Scheme is an extension to the Good morning telephone service. The scheme aims to further reduce the social isolation of people aged 60+. A volunteer befriender is matched with an individual who may feel socially isolated, lonely or vulnerable and visits them each week for approximately two hours.
Referral Process	Email / Word of Mouth / Telephone / Social Care Professionals such as Public Health Nurses, Occupational Therapists etc / other organisations.
Service Area Coverage/ Geographic Boundaries	The befriending visitation service is currently only available for older residents in the Inishowen area whereas the telephone service is operated on a county wide basis. Calls are delivered in five outreach centres around the county, Letterkenny, Falcarragh, Lifford, Donegal Town and Burtonport. Main office/ call centre in Buncrana.

Organisation	CDP na Rosann / Rosses CDP
Contact Details	Address: Chapel Rd., Dungloe, Co. Donegal Tel: 074 9561686 or 0879615775 Email: rossescdp@eircom.net Website: www.facebook.com/tionscnamh
Type of Services	Befriending/ Visitation
Target Age Group	No age category
Details on Service	Working in a disadvantaged community which includes working with Parents, Children, Carers, Men, Women, People with Disabilities, Older People. We offer a Good Morning Service, Befriending Service, Charity Shop, Parent and Toddler Groups, Active Retirement Groups, English Classes, and various other Classes. We offer an outreach counselling service in conjunction with Letterkenny Women's Centre. We identify needs within the area, and work with local groups to address these needs. We are also a member of the Primary Care Team.
Referral Process	Drop in or referred by any professionals.
Service Area Coverage/ Geographic Boundaries	The Rosses - From Gweebarra Bridge to Crolly Bridge including Aranmore Island

4.6 Dublin

Organisation	ALONE
Contact Details	Address: ALONE, Olympic House, Pleasants Street, Dublin 8, Ireland. Tel: (01) 679 1032 Email: enquiries@alone.ie Website: www.alone.ie
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 60 +

Details on Service	ALONE's Befriending Service provides companionship to older people who are socially isolated through a weekly volunteer visit. Volunteers provide support with practical tasks and basic advocacy. The Befriending Service is designed to alleviate the negative impacts loneliness has on mental and physical health. Volunteers receive core training in issues affecting older people and are supported by the relevant Support Coordinator and through a mentoring system. If the older person's needs change, staff coordinate the additional supports the older person needs to allow them to remain living at home.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	County Dublin.

Organisation	Depaul
Contact Details	Address: Depaul, 18 Nicholas Street, Christchurch, Dublin 8 Tel: (01) 453 7111 Mob: 086 854 1173 Email: befriending@depaulcharity.net Website: www.depaulireland.org
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	The Depaul <i>Community Befriending Programme</i> matches volunteers with former Back Lane Hostel residents who have moved on to transitional or independent accommodation. Through weekly meetings for up to 2 hours a volunteer provides informal social support to the former hostel resident by going for a coffee or to a place of interest in a public space. There are also group social outings once or twice per month that everyone involved in the programme can take part in. This is to help prevent residents feeling isolated in their new accommodation within local communities, as isolation is proven to be a contributory factor in individuals lapsing back into homelessness.

Referral Process	Back Lane Hostel Staff who have key worked with the client can make a referral into the programme which is then reviewed by a Steering Group.
Service Area Coverage/ Geographic Boundaries	Dublin, Back Lane Hostel residents only.

Organisation	Darndale Belcamp Village Centre
Contact Details	Address: Darndale Belcamp Village Centre, The Link Road, Darndale, Dublin 17. Tel: (01) 877 1600 Email: info@villagecentre.ie linda.hayden@villagecentre.ie Website: www.darndalebelcampvc.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	For older people aged 60 +
Details on Service	The Darndale Belcamp Village Centre offers a range of services under the umbrella of befriending, socialisation, training and supports: Full-Daycare Service operating Monday-Friday 9-5 A <i>Friendly Call Service</i> offers a free friendly call a day to make sure you are okay. The <i>Information and Support Office</i> provides support and drop in for any member who wishes to avail of information, support or just a chat. <i>Home and Hospital Visits</i> ; an outreach team makes home and hospital visits to members who are housebound, sick or in need of assistance.
Referral Process	Email / Word of Mouth / Telephone / Social Care Professionals such as Public Health Nurses, Occupational Therapists etc / other organisations.
Service Area Coverage/ Geographic Boundaries	Services are operated under 'The Golden Years Centre' and are aimed at the older residents of the Darndale, Belcamp, and surrounding areas.

Organisation	Crosscare, social support agency of the Catholic Archdiocese of Dublin.
Contact Details	Address: Crosscare, Clonliffe College, Dublin 3. Tel: (01) 836 0011 Email: info@crosscare.ie Website: www.crosscare.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	No age category
Details on Service	Crosscare Community and Food Services (CCFS) work in partnership with parishes and communities to focus on those most in need. The CCFS operates both a befriending visitation service and telephone service. Crosscare's Befrienders are matched with an older person living alone in their local area. Visits then continue weekly on a one-to-one basis in the older person's home. Most visits last for an hour and usually involve nothing more than a cup of tea and chat with the older friend.
Details on Service	The Carecall service, recently incorporated under the Crosscare umbrella, phones over 500 isolated people daily for social support and medical reminders (please see next table for more information on Carecall). At present CCFS also includes: <ul style="list-style-type: none"> • Support groups and coffee mornings to support family carers • Arts based groups to support people with disabilities and family carers • Plate Pal volunteers to assist people at mealtimes in hospitals and in nursing homes • Older men involved in The League - a Dublin-wide pool competition - to encourage friendship and support • Appointment Companion volunteers on call to accompany people to medical or other appointments as needed • Community cafes accessible to all including those affected by isolation or low income

Details on Service	<ul style="list-style-type: none"> Meals-on-wheels monthly to older people and those with mobility issues Community food banks and a main food bank to redistribute food and goods to other community organisations and people in need locally
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Dublin Archdiocese

Organisation	Care Call (Crosscare)
Contact Details	<p>Address: Care Call, Buzzardstown Campus, Mulhuddart, Dublin 15.</p> <p>Tel: (01) 891 3000</p> <p>Email: laura.oreilly@crosscare.ie</p> <p>Please note for more information on the service Crosscare may be contacted directly.</p>
Type of Services	Telephone Service
Target Age Group	No age category.
Details on Service	Care Call (formerly The Friendly Call Service and now under the Crosscare umbrella) is a free telephone support service for those who may feel alone or vulnerable. The service offers a free telephone call to have a friendly chat and to check on your wellbeing. The older person can also be reminded to take their medication also Doctor or Hospital appointments if necessary. Operates Mondays-Fridays 9-5pm.
Referral Process	Point of contact is Laura O'Reilly and Vanessa Comiskey. Referrals come through PHNs, Doctors, Social worker, Hospitals.
Service Area Coverage/ Geographic Boundaries	County Dublin.

Organisation	Making Connections
Contact Details	<p>Address: Making Connections, Glenard, 36 Roebuck Road, Clonskeagh, Dublin 14.</p> <p>Tel: (01) 295 1053 Email: info@makingconnections.ie</p> <p>Website: www.makingconnections.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 70 +
Details on Service	Making Connections alleviates loneliness and improves the mental health and wellbeing of isolated older people. We deliver an Intergenerational Befriending Programme for isolated older people in the South Dublin area. Priority is given to those considered most vulnerable due to physical/mental health issues and social isolation. These people are matched with fully vetted and trained volunteers who visit for an hour a week for a minimum of nine months. Matches are made based on shared interests resulting in meaningful, mutually beneficial social engagement. The Making Connections Development Officer offers ongoing support to all older people and volunteers.
Referral Process	Referrals are welcomed from a variety of Health Care Professionals working with older people (HSE Primary Care Teams, GPs, Public Health Nurses, Community Mental Health Nurses, Occupational Therapists, Physiotherapists, Social Workers, etc.); as well as Gardaí and other community groups.
Service Area Coverage/ Geographic Boundaries	South Dublin Area.

Organisation	Blanchardstown Centre for Independent Living
Contact Details	<p>Address: Blanchardstown Centre for Independent Living, Floor 2, Parkside House, Mulhuddart Village, Dublin 15</p> <p>Tel: (01) 827 0609</p> <p>Email: admin@bcil.ie / volunteer@bcil.ie</p> <p>Website: www.bcil.ie</p>
Type of Services	Befriending/Visitation

Target Age Group	No age category
Details on Service	Blanchardstown Centre for Independent Living is an information and advice centre for people with disabilities and provides an advocacy service, peer support, home support and a befriending service.
Referral Process	Local Occupational Therapists and through community groups. The organisation also receives a number of cold callers.
Service Area Coverage/ Geographic Boundaries	Blanchardstown and the Dublin 15 area.

Organisation	Befrienders Dublin
Contact Details	Address: Goirtin Training Centre, Rathdown Road , Grangegorman, Dublin 7 Tel: 01 838 7184 / 086 8385576 / 086 8385582 Email: help@befriendingservice.com ann@befriendingservice.com Website: www.befriendingservice.com
Type of Services	Befriending/Visitation Service Weekly social clubs in Coolock, Finglas and Blanchardstown
Target Age Group	No age category
Details on Service	Befrienders Dublin is an organisation offering one-to-one companionship and support to those who have mental health difficulties. The aim of the service is to foster independence, self-empowerment and reduce the social isolation felt by those with mental health difficulties. The one-to-one befriending consists of a relationship between a volunteer and a recipient that is initiated, supported and monitored by Befrienders Dublin. The organisation also runs local social clubs which allow individuals to participate in social activities, widen their social networks, make friends even get away from it all with group trips which are organised a couple of times a year.

Referral Process	Clients are referred by a member of their care team. Referral form available on website. Everyone is welcome to the social clubs but it is better to ring us first in case we are out somewhere.
Service Area Coverage/ Geographic Boundaries	North Dublin city and county

Organisation	Friends of the Elderly Ireland
Type of Services	Befriending/Visitation
Service Area Coverage/ Geographic Boundaries	Befriending available in County Dublin

SEE 4.27 FOR MORE DETAILS

Organisation	HomeLink
Type of Services	Small jobs and maintenance in South Dublin & North Wicklow. Telephone Service
Service Area Coverage/ Geographic Boundaries	South Dublin serviced for maintenance and small jobs.

SEE 4.27 FOR MORE DETAILS

4.7 Galway

Organisation	Gort Hand of Friendship
Contact Details	Address: Gort Hand of Friendship, Gort Resource Centre, Church Street, Gort, Co. Galway. Tel: (091) 630902 Email: administrator@gortfrc.com coordinator@gortfrc.com Website: www.gortfrc.com
Type of Services	Befriending/Visitation

Target Age Group	For older people aged 60 +
Details on Service	Gort Hand of Friendship is a one-to-one befriending service whereby a local volunteer visits an older person living alone or isolated in the community. The volunteer visits the older person for approximately one hour a week for a friendly chat.
Referral Process	Self-referrals/friends/neighbours/ Social Care Professionals such as Public Health Nurses, Occupational Therapists etc. / other organisations.
Service Area Coverage/ Geographic Boundaries	Gort and surrounding areas.

Organisation	Galway Contact Organisation for Older People
Contact Details	Address: The Parish Office, Barna Church, Co. Galway Tel: 091 867892 Email: galwaycontact@eircom.net Website: www.galwaycontact.ie
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 65 +
Details on Service	Our main aim is to help older people who may feel lonely and isolated through weekly visits. We hold out a hand of friendship, a friendly face and supportive voice for our older people in Galway. Volunteers visit older people who are living alone or in Nursing Homes. We also visit older people in Merlin Park Hospital. We do not judge people, if someone is lonely, we will offer friendship and support if the person would like a visit from our organisation. Our Volunteers are recruited through Local Papers and Media. Each Volunteer is interviewed and Garda Vetted in advance of visits. Volunteers are made aware of the need for confidentiality and commitment of their visits. In addition to our befriending role we make applications and install Socially Monitored Alarms. This service is important for our older people living alone as they may feel afraid and isolated.

Referral Process	Galway Contact Organisation for Older People take referrals from Public Health Nurses, Social Workers, Occupational Therapist UCHG and Merlin Park Hospital, the Gardai, Neighbours and Family members.
Service Area Coverage/ Geographic Boundaries	Galway City and Suburbs

4.8 Kerry

Organisation	Droichead Na Daoine Ltd. (Sneem)
Contact Details	Address: Droichead na Daoine, Seaview, Sneem, Co. Kerry. Tel: 064 6675879 / 086 1581218 Email: frc@sneem.com droicheadnadaoine@yahoo.ie
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	Volunteers visit individuals in their own home, spend time listening to them; or can meet outside the home for a cuppa while offering a listening befriending service.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Castlecove, Sneem, Tahilla and Blackwater areas of South Kerry.

4.9 Kildare

Organisation	Family Carers Ireland
Contact Details	<p>Address: Family Carers Ireland, C/O Health Service Executive, Primary Care Centre, First Floor, Station Road, Newbridge, Co. Kildare.</p> <p>Tel: 086 0213749 or 086 1731535</p> <p>Email: kobrien@familycarers.ie</p> <p>Website: www.familycarers.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	<p>Family Carers Ireland offer a befriending programme for older people in Newbridge, Co. Kildare. This is a new befriending programme provides a visit to the older person's home with the aim of providing companionship at a time of change in their life or when they are socially isolated. The service may also provide the opportunity to give a Carer a break from their caring role. This simple gift of time makes a huge difference to people experiencing loneliness and isolation.</p>
Referral Process	<p>Referrals are received via various methods e.g. email, written correspondence, by phone etc.</p> <p>Referrals typically come directly from the Carers or their families in addition to the following sources:</p> <p>Public Health Nurse, Health Service Executive professionals – social workers, discharge team from hospital, General Practitioners, Other Voluntary bodies e.g. IWA and Self-Referral.</p>
Service Area Coverage/ Geographic Boundaries	Newbridge and the surrounding environs.

Organisation	Muiriosa Foundation
Type of Services	Befriending/Visitation
Service Area Coverage/ Geographic Boundaries	Kildare

4.10 Kilkenny

Organisation	Kilkenny & Carlow Contact
Contact Details	<p>Address: Main Office (Kilkenny) C/O St Canices Centre, Butts Green, Kilkenny.</p> <p>Tel: 056 7772151</p> <p>Email: eleanor@kccontact.ie (Eleanor Doyle, Coordinator)</p> <p>Website: www.kccontact.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 65 +
Details on Service	<p><i>Kilkenny & Carlow Contact</i> has been working in the community since 2003 offering friendship, companionship and one - to - one support to older people living in their own homes. A specially trained volunteer is individually matched to each person, and pays regular weekly visits. Friendships are forged through shared interests, a chat about the latest current affairs or what's on TV or by walking around the block to a local café.</p> <p>A <i>Dementia Befriending Service</i> is currently in development as an addition to the main befriending service. This service is open to any older person over 65 who may be developing memory problems, confusion or have been diagnosed with early dementia and who may have little or no contact with other services or support from other sources.</p> <p>Regular one-to-one visits from a volunteer can help to support individuals living with dementia: to make use of their skills; to take initiative by suggesting ideas for activities or topics of conversation; and to feel that they still have something to contribute to their community.</p>
Referral Process	Public Health Nurses, Community Workers, Doctors, Occupational Therapists, Family, Clergy, Self-referral etc.
Service Area Coverage/ Geographic Boundaries	County Carlow & County Kilkenny.

4.11 Laois

Organisation	Durrow and District Befriending Support Service
Contact Details	Tel: 089 4649759 Email: durrowdistrictbefriendinggroup@outlook.com
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 60+
Details on Service	The Durrow Befriending Group offers a free, confidential, one-to-one befriending service for older people isolated or lonely in the Durrow area. A volunteer visitor calls to the older person (approximately once every week) on a day and at a time agreed by both parties in advance. The volunteer visitor drops in for a friendly chat, to talk about the things happening in the area, things hitting the national headlines, or anything else that the older person may wish to discuss.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Approximately ten mile radius around Durrow.

Organisation	Befriending Laois, Laois Partnership Company
Contact Details	Address: Block 2, County Hall, Portlaoise, Co Laois. Tel: 087 2720715 or 087 1775729 or 0578662732 Email: befriending@volunteerlaois.ie stormpowell@laoispartnership.ie Website: www.laoispartnership.ie
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	Befriending service for adults with physical and intellectual disabilities Trained, Garda vetted, volunteers offer friendship and a kind listening ear to older people and people with disabilities.

Referral Process	Contact Befriending Laois directly
Service Area Coverage/ Geographic Boundaries	Co. Laois

Organisation	Muiriosa Foundation
Type of Services	Befriending/Visitation
Target Age Group	Older people aged 70 +
Service Area Coverage/ Geographic Boundaries	County Laois

SEE 4.24 FOR MORE DETAILS

4.12 Leitrim

Organisation	Leitrim Development Company
Contact Details	Address: Leitrim Development Company, Church Street, Drumshanbo, Co. Leitrim. Tel: (071) 9641770 Email: info@ldco.ie annamctiernan@ldco.ie Website: www.ldco.ie
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	The Leitrim Development Company Befriending Project consists of fully trained and Garda Vetted Volunteer Befrienders visiting older persons in County Leitrim who may be isolated and lonely. A Befriender will visit the Older Person on a weekly basis, for a length of time agreeable to both parties. The Befriender is not a carer or a home help, they are just a friend. The role of a Befriender will be varied, depending on the relationship that develops between the Older Person and their Befriender, but really they will be providing company, conversation, and a friendly face to someone who feels isolated and lonely.

Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	South County Leitrim.

Organisation	RISE Project - Rossinver Calling/ Befriending
Contact Details	Address: New Ballagh Centre, Rossinver, Co Leitrim Tel: 071 9854030/ 071 9854928 Email: rise@rcdc.ie Website: www.rcdc.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	For older people aged 55+
Details on Service	The Rossinver Calling Friendly Call Service was started in April 2009 to offer contact and communication for socially isolated older people in North Leitrim, West Cavan, North Sligo and West Fermanagh. The service consists of trained volunteers and staff members making telephone calls to older people Monday to Friday between 10am-4pm. The Friendly Call Service is one of a number of services run by the RISE Project that support older people to live independently within their own community. The RISE Project also runs a befriending service in the North Leitrim area only, matching isolated, older persons with trained and supported volunteers and staff members to provide companionship and informal social support through weekly social visits. The RISE Project also supports four Feel Good Clubs based in the North Leitrim area (Glenade, Glenfarne, Kiltyclogher and Rossinver) and can provide details of these groups and their activities if contacted.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	North Leitrim, West Cavan, North Sligo and West Fermanagh.

Organisation	Leitrim Calling
Contact Details	Address: Leitrim Calling, The Food Hub, Carrick Road, Drumshanbo, Co. Leitrim Tel: 087 9585029 Email: marionkeanequig@eircom.net
Type of Services	Telephone Service
Target Age Group	No age category
Details on Service	Leitrim Calling is a free confidential friendly telephone call service available to older and vulnerable persons experiencing isolation or loneliness. The service currently operates Monday, Tuesday and Thursday 10.00am-1.00pm and Friday 4.30pm-7pm. Calls are made through a strict code of confidentiality and all staff and volunteers working in the call service have received training to a very high quality.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	South County Leitrim

4.13 Limerick

Organisation	Ballyhoura Rural Services
Contact Details	Address: Ballyhoura Rural Services Ltd., 4 High St, Caherconlish, County Limerick. Call 061 450077 or 086 7754202 Email: kkennedy@ballyhouraruralservices.org Website: www.ballyhouraruralservices.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	No age category

Details on Service	<p>Ballyhoura Rural Services operates a visitation service, a 'Community Phone Link' service and a Reminiscence Project.</p> <p>The visitation service consists of a Community Support Worker visiting an individual once or twice weekly. This can be simply for a friendly chat, company on an outing or travel, assisting with phone calls, appointments or filling out forms etc. Increasingly, Community Support Workers provide respite relief to carers and family members caring for older people suffering from early onset dementia and/or Alzheimers Disease.</p> <p>Community Phone Link consists of a friendly phone call once or twice a week from a trained member of staff and is available to anybody in the Ballyhoura area who would appreciate a regular call, particularly older people. The service is free of charge and operates Monday to Friday from 9am to 5pm.</p>
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Ballyhoura area - South and East Limerick and North County Cork.

Organisation	Limerick City Care and Repair
Contact Details	<p>Address: Clonconnane Road, Co. Limerick.</p> <p>Tel: 061 324703 or 061 326623.</p> <p>Email: johnosullivan@northsidefrfc.ie</p>
Type of Services	Free minor home repair/befriending
Target Age Group	For older people aged 65+/ and or disabled
Details on Service	<p>Care & Repair aims to provide free minor home repairs for older people and people with disabilities. This is achieved by an organised visit by two volunteers who are trained and Garda vetted. With the visit the care side to the project is fulfilled by providing a vital connection with the client and helping in some way to combat social exclusion. From this visit the client is asked if he/she would like to be included on our monthly friendly call list. If the job is in need of a qualified tradesperson then</p>

Details on Service	Care & Repair have a trade referral list of trusted tradespeople who will provide a fair free quote as provided in the policies originally set out with Age Action.
Referral Process	Through external agencies such as HSE/FRC`s and other like-minded organisations
Service Area Coverage/ Geographic Boundaries	Limerick city only

Organisation	Moyross Community Companions
Contact Details	<p>Address: Moyross Community Enterprise Centre, Moyross, Co. Limerick</p> <p>Tel: 061 329606</p> <p>Email: annemarie@communitycompanions.org</p> <p>Website: www.limerickseniorsforum.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 55+
Details on Service	2 Development workers along with 5-8 volunteers visit the homes of older people in the Moyross area on a weekly basis. They provide friendship, listening, information and sometimes help with tasks such as shopping etc.
Referral Process	Word of mouth or drop in to the office to arrange a call.
Service Area Coverage/ Geographic Boundaries	Northside of Limerick City.

Organisation	Tait House Community Enterprise Befriending Service
Contact Details	<p>Address: Tait House Community Enterprise, Collins Avenue, Roxboro Road, Limerick.</p> <p>Tel: (061) 415340 Befriending Mobile: (083)4684876</p> <p>Email: sdillon@taithouse.ie</p> <p>Website: www.taithouse.ie</p>

Type of Services	Befriending/ visitation Meals on Wheels Community Services Dissemination of Information Training and Education
Target Age Group	No age category
Details on Service	Personal regular visits from trained & qualified staff. A friendly phone call service (minimum of once per week). Provision of Meals on Wheels for those who wish to avail of it Dissemination of relevant information to older adults. Assisting older adults with grant application & other form filling requirements.
Referral Process	Self-Referrals, Family Member, Neighbour, Public Health Nurse, Doctor, Family Member, Social Worker, Community/Voluntary worker etc. (Once permission has been granted by the person being referred)
Service Area Coverage/ Geographic Boundaries	Limerick City & Suburbs

Organisation	Limerick Social Services Council Older Adult Services
Contact Details	Address: Upper Henry Street, Limerick Tel: 061 314111 Email: gerry.linnane@lssc.ie Website: www.lssc.ie
Type of Services	Older Adult Classes and Community Support Befriending/ Visitation
Target Age Group	For older people aged 60+
Details on Service	Visits to housebound older adults and those in hospitals/care/nursing homes, Organisation of weekly clubs for older adults, and support to family and friends
Referral Process	Via telephone
Service Area Coverage/ Geographic Boundaries	Limerick city

Organisation	Good Morning Limerick Southside
Contact Details	Address: OLOL Community Centre, Childers Road, Limerick. Tel: (061) 228596 Email: goodmorning@ololcsg.ie
Type of Services	Telephone Service
Target Age Group	For older persons aged 60 +
Details on Service	Good Morning Limerick Southside is a free, friendly telephone service for older people. It provides regular contact to ensure that recipients are safe and well in their home as well as providing information on all support agencies and local community activities. It also provides an opportunity for callers to share any worries or concerns they may have. The service operates Monday to Friday 10-2pm and the calls are made at a pre-arranged time. It is staffed by 2 Community Employment participants that are fully trained and Garda vetted offering a professional and confidential service.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Limerick City Southside and surrounding areas

4.14 Longford

Organisation	Longford Community Resources Ltd
Contact Details	Address: Longford Community Enterprise Centre, Templemichael, Ballinalee Road, Co. Longford Tel: (043) 3345555 Email: pmasterson@lclrl.ie / enquiries@lclrl.ie Website: www.lclrl.ie
Type of Services	Telephone Service
Target Age Group	For older people aged 55+

Details on Service	<p>Longford Community Resources Ltd operates the Friendly Phone Call Service aimed at reducing the isolation and loneliness experienced by some older people.</p> <p>An older person who wishes to avail of the service or their representative makes an initial phone call to the Friendly Phone Call Service. There is no other cost to Older Person other than the cost of initial call to the office.</p> <p>All details in regard to the way the service operates are explained to them at that stage. If they are satisfied and decide to use the service, they will receive a small application form and information leaflet in the post which has to be completed by them or their representative. Also, the older person will be requested to nominate a contact person to be contacted in case of an emergency (i.e. not being able to contact client on scheduled day or time).</p> <p>The older person (client) determines the day and the time they will be contacted on a weekly basis. This can be flexible as the service runs from 10:00am to 4:00pm, Monday to Thursday.</p> <p>Ample time will be given for a chat on a subject the person wishes to talk about. There is no rush or pressure. It is the person who decides what they want to talk about and for how long. At the end of each conversation the person will set up the date and time for another phone call. The worker and volunteers on the service rotate the calls so that the client gets an opportunity to talk to various people with different character and interests</p>
Referral Process	<p>Referrals are made by Longford Community Resources Ltd and the partners of the Friendly Phone Call Service including County Longford Older Persons Network, Rural Social Scheme, Longford Volunteer Centre and the HSE. Older people may do self-referral by downloading the application form from the Longford Community Resources Ltd website or requesting an application form by post.</p>
Service Area Coverage/ Geographic Boundaries	<p>County Longford.</p>

Organisation	Good Morning Louth
Contact Details	<p>Address: Good Morning Louth, Aspen House, 76 Seatown, Dundalk.</p> <p>Tel: (042) 933 0103</p> <p>Email: anne.murphy@netwellcentre.org</p> <p>Facebook: Good-Morning-Louth</p>
Type of Services	Telephone Service
Target Age Group	For older people aged 60 +
Details on Service	<p>Good Morning Louth is a free, friendly telephone service for older people. It provides regular contact to ensure that recipients are safe and well in their home as well as providing information on all support agencies and local community activities. It also provides an opportunity for callers to share any worries or concerns they may have.</p> <p>The service operates Monday to Friday 9.00 a.m. – 1.00 p.m. and the calls are made at a pre-arranged time. It is staffed by local volunteers who are fully trained and Garda vetted offering a professional and confidential service.</p>
Referral Process	<p>Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc. Contact: Anne Murphy 9330103 9am – 5pm.</p>
Service Area Coverage/ Geographic Boundaries	Co. Louth and surrounding areas.

Organisation	Drogheda and District Support 4 Older People, (DDS4OP)- Good Morning Drogheda and Befriending Drogheda
Contact Details	<p>Address: Unit 7, The Haymarket, Drogheda, Co. Louth</p> <p>Tel: 1800 200 100</p> <p>Email: dds4op@eircom.net/befrienddrogheda@gmail.com</p> <p>Website: www.dds4op.com</p>

Type of Services	Befriending / Visitation and Telephone service
Target Age Group	For older people aged 60 +
Details on Service	<p>Good Morning Drogheda is a free and confidential service offering a telephone call to check that older people are safe and well. The aim of the service is to reduce feelings of isolation, insecurity, loneliness and vulnerability. Calls are made 9 am to 12 noon Monday to Friday.</p> <p>Befriending Drogheda is a confidential visiting service coordinated by Drogheda and District Support 4 Older People and provided by our trained and Garda vetted volunteers. Visits are arranged to best suit the needs of the older people, and attempts are made to ease the loneliest part of their day on a weekly basis. Volunteers and older people are supported through this process for as long as they require.</p>
Referral Process	Self-referrals, family members, neighbours, members of the health profession, PHN, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Drogheda in Co. Louth and the East Meath/ South Louth area

4.16 Mayo

Organisation	Wesport Family & Community Resource Centre
Contact Details	<p>Address: The Fairgreen, Wesport, Co. Mayo.</p> <p>Tel: 098 24419 Email: westportfrc@gmail.com</p> <p>Website: www.westportfrc.ie</p>
Type of Services	Befriending / Visitation Telephone Service
Target Age Group	No age category
Details on Service	The Westport Family & Community Resource Centre operates a telephone befriending service known as 'Befriending Mayo', a home visitation service called 'Cara Visitation', 1 to 1 computer classes and a Care and Repair Service, where handy persons carry out small odd jobs for older people. There is also a Fáilte

Details on Service	<p>Isteach project that offers free conversational English classes for people who do not have English as their first language.</p> <p>Services are for an unlimited period of time. There is no fee for the befriending and visitation services. The computer classes and English Classes and the Care and Repair service are run by donation so some people pay something after the classes\ job is completed but there is no pressure to do so. Westport FRC works with Age Action Ireland, Third Age Ireland, Westport Active Retirement and Mayo Age Friendly.</p>
Referral Process	Community Nurses, Community Guard, Doctors and Volunteers etc.
Service Area Coverage/ Geographic Boundaries	The organisation covers the Westport Urban and Rural areas but are more flexible with the befriending and visitation services - with some clients in Louisburgh and Newport. With the visitation service it is attempted to match volunteers with clients from around the same area to keep travel costs low.

Organisation	Clár IRD
Contact Details	<p>Address: Ballyhaunis Rd., Claremorris, Co. Mayo.</p> <p>Tel: 094 9371830 Email: clarird@eircom.net</p> <p>Website: www.clarird.com</p>
Type of Services	Telephone Service
Target Age Group	No age category
Details on Service	Good Morning Claremorris is a high quality befriending telephone service for older people and people living alone in the community. The service consists of trained volunteers making phone calls from the Clár IRD Call Centre every Wednesday and Thursday. Clients receive a call at a time that suits them in the morning.
Referral Process	Primary Health Care Teams, GP's, Social Workers, St Vincent de Paul and word of mouth etc.
Service Area Coverage/ Geographic Boundaries	Claremorris and South West Mayo Area

4.17 Meath

Organisation	Third Age Senior Helpline
Contact Details	Address: Third Age, Summerhill, Co. Meath. Tel: 046 9557766 LoCall: 1850 440 444 Email: nationaloffice@thirdageireland.ie Website: www.thirdageireland.ie
Type of Services	Telephone Service
Target Age Group	For older people aged 60+
Details on Service	A LoCall service that facilitates a wide range of issues and topics for older persons, from loneliness and isolation to entitlements and current affairs, across a wide range of age groups.
Referral Process	No referral process - Third Age Senior Helpline is a confidential listening service and all calls are received anonymously.
Service Area Coverage/ Geographic Boundaries	Senior Help Line is a confidential listening service for older people by trained older volunteers for the price of a local call anywhere in Ireland, LoCall 1850 440 444. Running from 10am to 10pm every day of the year, including Christmas Day, the Senior Helpline received c30,000 calls in 2013.

SEE 4.24 FOR MORE DETAILS

4.18 Monaghan No available data.

4.19 Offaly

Organisation	Muiriosa Foundation
Type of Services	Befriending/Visitation
Target Age Group	No Age Category
Service Area Coverage/ Geographic Boundaries	County Offaly

SEE 4.24 FOR MORE DETAILS

4.20 Roscommon

Organisation	Roscommon Friendly Call Service
Contact Details	Address: Unit 12, Tower B, Roscommon West Business Park, Golf Links Road, Roscommon Town, Co. Roscommon. Tel: 090 6630252 Email: Sandra@ridc.ie www.rosleaderpartnership.ie
Type of Services	Telephone Service
Target Age Group	For older people aged 55+
Details on Service	A free and confidential telephone support service, providing social contact to older people living in County Roscommon.
Referral Process	Referral in the form of Application form - available from Roscommon LEADER Partnership for people wishing to receive a call. Referrals also welcomed from relatives, carers, and PHN's.
Service Area Coverage/ Geographic Boundaries	County Roscommon.

4.21 Sligo

Organisation	RISE Project - Rossinver Calling/ Befriending
Type of Services	Telephone Service
Service Area Coverage/ Geographic Boundaries	'Rossinver Calling' available in North Sligo

SEE 4.12 FOR MORE DETAILS

4.22 Tipperary

Organisation	Good Morning South Tipperary
Contact Details	Address: Good Morning South Tipperary, Tigh na nDaoine, Newcastle, Clonmel, Co. Tipperary. Tel: (052) 6120974 Email: goodmorningsouthtipperary@eircom.net
Type of Services	Telephone Service
Target Age Group	No age category
Details on Service	A regular phone call is offered which provides friendship and a caring listening ear. The service is Free and Confidential. It is run by a voluntary group with trained volunteers and is supported by the HSE, Community Alert and the Carer's Association.
Referral Process	Simply phone Good Morning South Tipperary on (052) 6120974 or post your name and phone number and you will be contacted.
Service Area Coverage/ Geographic Boundaries	South Tipperary and West Waterford.

4.23 Waterford

Organisation	Waterford Contact Project
Contact Details	Address: c/o St Brigid's Family & Community Centre, 37 Lower Yellow Road, Co. Waterford. Tel: 051 375261 Email: mags@stbrigidsfcc.ie Website: www.stbrigidsfcc.ie
Type of Services	Befriending/Visitation
Target Age Group	For people aged 65+ (age limit may be lower where particular circumstances are present e.g. disability, social isolation, no family network etc.)
Details on Service	This is a befriending/visitation programme for older people in Waterford whereby Volunteer Home Visitors are available to visit older people in their own homes once a week for 1-2 hours for a chat and social company. A Volunteer only visits on the request of the older person. All Volunteers are interviewed, reference checked, garda vetted and trained to visit older people in the community. For further information, please phone the Project Coordinator in St Brigid's on 051 375261.
Referral Process	Referrals can be made from the older person or Public Health Nurse, Doctor, Family member, Social worker, Clergy, Community/Voluntary worker etc. once agreed with the older person.
Service Area Coverage/ Geographic Boundaries	Waterford City and surrounding areas.

Organisation	Waterford Befriending
Contact Details	Address: Helen O'Neil, Befriending Co-ordinator, St. Otteran's Hospital, John's Hill, Waterford. Tel: (086) 0218881 Email: helenma.oneill@hse.ie
Type of Services	Befriending/Visitation
Target Age Group	No age category

Details on Service	<p>The aim of the service is to foster independence, self-empowerment and reduce social isolation for people with mental health difficulties.</p> <p>Befriending helps to meet the needs of people with mental health difficulties by: Supporting them to achieve their own personal aims or goals.</p> <p>Providing opportunities for the befriender to have support in participating and developing their own interests and hobbies.</p> <p>Supporting the befriender to access community resources such as local groups.</p>
Referral Process	Contact Helen O'Neill – 086-0218881/helenma.oneill@hse.ie
Service Area Coverage/ Geographic Boundaries	Waterford City and County

4.24 Westmeath

Organisation	Westmeath Community Development
Contact Details	<p>Address: Enterprise Technology and Innovation Centre, Clonmore Business Park, Mullingar, Co. Westmeath</p> <p>Tel: 044 9348571 or 086 1743470</p> <p>Email: ian@volunteerwestmeath.ie</p> <p>Website: www.westcd.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 60+
Details on Service	The Home Visit Service is a home visiting or befriending service using volunteers to provide regular social contact to older people who are at risk of isolation in their own homes. Westmeath Community Development also provide a daily call service.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	County Westmeath including the Roscommon side of Athlone.

Organisation	Muiriosa Foundation
Contact Details	<p>Address: Muiriosa Foundation Ltd, Community Office Kilmaglish, Knockdrin, Mullingar, Co. Westmeath</p> <p>Tel: 087 8059667</p> <p>Email: Gerry.mclaughlin@muiriosa.ie</p> <p>Website: www.muiriosa.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	<p>Muiriosa Foundation is a non-profit voluntary organisation working with people of all ages with an Intellectual Disability and is funded by the HSE.</p> <p>The Muiriosa Foundation runs a one-to-one friendship and social programme whereby volunteers are sourced to work with and befriend Muiriosa service-users aged 18 years and upwards. Volunteers usually offer up to 4 to 6 hours a month on the programme (approx 3 hours once a fortnight) and remain with Muiriosa initially for 12 months in order to build on their friendship through mutual interests and activities, gym/leisure/walks, concerts/theatre/arts, outings to places of interest etc.</p>
Referral Process	Please note: People with intellectual disabilities from outside Muiriosa could not avail of their services - only those who are 'on our books'.
Service Area Coverage/ Geographic Boundaries	Operates throughout Muiriosa services in counties Kildare, Laois, Offaly, Westmeath and Meath.

4.25 Wexford

Organisation	Raheen Family Resource Centre
Contact Details	Address: Raheen Family Resource Centre, Raheen, Clonroche, Enniscorthy, Co. Wexford. Tel: 051 428805 Email: aisling.eldercare@gmail.com Website: www.raheenfamilyresourcecentre.ie
Type of Services	Befriending/Visitation
Target Age Group	For older people aged 55+
Details on Service	Raheen Family Resource Centres Befriending Service was set up in Jan 2014 and as a rural service has proved very successful. Each volunteer is Garda vetted and trained prior to being placed with an older person. They are carefully matched with links like hobbies, interests, personality and of course availability times. The volunteer then visits the person's home once a week on a pre-arranged day and time.
Referral Process	Self-referrals, family members, neighbours or friends, members of the health profession etc.
Service Area Coverage/ Geographic Boundaries	Raheen, Newbawn, Adamstown, Clonroche and Cushinstown.

4.26 Wicklow

Organisation	Homelink
Type of Services	Small jobs and maintenance in South Dublin & North Wicklow. Telephone Service
Service Area Coverage/ Geographic Boundaries	North Wicklow serviced for maintenance and small jobs

SEE 4.27 FOR MORE DETAILS

Organisation	AlzPals (Wicklow Dementia Support)
Contact Details	Address: 21 Rathdown Park, Greystones, Co. Wicklow. Tel: 089 4286928 Email: wicklowds@gmail.com jennyoreilly2014@yahoo.ie Website: www.wicklowdementiasupport.org
Type of Services	Befriending/Visitation
Target Age Group	No age category
Details on Service	A befriending service for those in the early stages of dementia. Each client is twinned with a suitable friend. All volunteers must be over 18 years of age. This support may be inside or outside of the client's home. Service offered will be two or three hours weekly/fortnightly.
Referral Process	Self-referral or through other agencies.
Service Area Coverage/ Geographic Boundaries	Work area is focused in North East Wicklow as far as Arklow and Laragh.

4.27 National Organizations

Organisation	ALONE
Contact Details	Address: ALONE, Olympic House, Pleasants Street, Dublin 8, Ireland. Tel: (01) 679 1032 Email: enquiries@alone.ie Website: www.alone.ie
Type of Services	Offers Support Coordination, Campaigning and Befriending Training on a National basis (Befriending/Visitation and Housing offered in Dublin only)
Target Age Group	For older people aged 60+
Details on Service	ALONE offer a Campaigning and Support Coordination service for older people across the country. Through their Support Coordination service they offer support to older people to age at home by linking them in with the relevant services in their community. Through Befriending Network Ireland they also provide training on a national basis for both volunteers and coordinators of Befriending Services. ALONE hope to address the lack of nationwide Befriending Services and ensure training and support for the Befriending Service Sector.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	County Dublin for Befriending. Support Coordination, Campaigning and Befriending Training on a National basis.

Organisation	Age Action Care & Repair
Contact Details	Address: 30/31 Lower Camden St., Dublin 2 Tel: 01 4756989 Email: care&repairdublin@ageaction.ie Website: www.ageaction.ie

Type of Services	DIY/Handyman service for small jobs; Trade Referral service for bigger jobs. Befriending/Visitation Telephone Service
Target Age Group	For older people aged 65+
Details on Service	Whilst Age Action Care & Repair operates a DIY/ Handyman service for small jobs and a trade Referral service for bigger jobs, befriending services are also offered. The Care Service is a home visiting service using volunteers to provide regular social contact to older people who are at risk of isolation in their own homes. The Daily Contact Service is a daily phone call made to the client at a pre-arranged time by a volunteer. The purpose of the call is to make sure that the client is in good spirits and not in need of urgent support (especially medical attention).
Referral Process	Self-referral by telephone call.
Service Area Coverage/ Geographic Boundaries	Nationwide service provided by Age Action and its Community Partners.

Organisation	NCBI (the National Sight Loss Agency)
Contact Details	Address: Head Office, Whitworth Road, Drumcondra, Dublin 9 Tel: 01 8307033 LoCall: 1850 33 43 Email: info@ncbi.ie Website: www.ncbi.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	No age category
Details on Service	NCBI provides practical and emotional support, rehabilitation services and other training designed to help people with sight loss to live independently in the community. By contacting NCBI, you will have access to a wide range of services, including: <ul style="list-style-type: none"> • A low vision assessment to assess your current level of vision and discuss any difficulties you might be having,

Details on Service	<ul style="list-style-type: none"> • Practical solutions to dealing with sight loss to help make everyday life easier, • Advice on magnification devices to help with reading, • Emotional support or counselling, • Guidance and training in the use of a wide range of technology solutions, • Skills to help you get out and about safely and independently.
Referral Process	A referral can be made online at www.ncbi.ie or you can call each weekday 9am to 5pm on Tel: 01 8307033.
Service Area Coverage/ Geographic Boundaries	Nationwide.

Organisation	Homelink
Contact Details	<p>Address: APC Building, Southern Cross Business Park, Boghall Road, Bray, Co. Wicklow</p> <p>Tel: 01 2014473</p> <p>Email: homelinkbray@eircom.net</p> <p>Website: www.homelinkbray-supporting-older-people.com</p>
Type of Services	<p>Small jobs and maintenance in South Dublin & North Wicklow.</p> <p>Telephone Service</p>
Target Age Group	No age category
Details on Service	<p>Homelink offers a nationwide Friendly call Service. The service operates Monday to Friday, 9:00 am to 5:00 pm. An annual fee of 20euro is required for membership (also covers Easi-Cab transportation service for mobile difficulties). Members will receive a telephone call, at a prearranged time during the day. This may occur on every day during the week, several times a week, once a week, or once a fortnight. This enables Homelink to check on our members' well-being, and remind them of any upcoming appointments. Calls also inform and encourage</p>

Details on Service	members to participate in community activities and invite them to social events. Calls also act as a link to other service providers, such as social services, housing, and advice services. In addition to the telephone call service Homelink also hosts social events in their catchment area (South Dublin /North Wicklow) where members are encouraged to join. The organisation also has a team of employees who carry out a small repairs / maintenance service for members.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	<p>The Friendly Call Service operates on a nationwide basis.</p> <p>The basic small repairs and maintenance service is available in the South Dublin/North Wicklow catchment area, as are the social events.</p>

Organisation	Friends of the Elderly Ireland
Contact Details	<p>Address: Friends of the Elderly, 25 Bolton Street, Dublin 1.</p> <p>Tel: (01) 873 1855</p> <p>Email: info@friendsoftheelderly.ie</p> <p>Website: www.friendsoftheelderly.ie</p>
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	For older people aged 60 +
Details on Service	<p>Friends of the Elderly Ireland, is an Irish charity that works to alleviate loneliness and social isolation amongst older people. The organisation has over 500 elderly members and 260 volunteers who assist with various befriending programmes.</p> <p>The Friends of the Elderly Visiting Programme asks that volunteers commit to at the very least one weekly visit. The volunteer also becomes the link between their old friend and the activities of Friends of the Elderly, informing them of organised events in which they can take part like visits to the theatre, concerts, park walks, day excursions and small</p>

Details on Service	<p>holidays. Visiting Volunteer's role is to develop a trusting relationship with an elderly friend. They are matched up with an elderly person in their area in need of company and general social contact. The volunteer makes regular visits to older adults, once a week. Visits can be as short as one hour a week and are purely social.</p> <p>The Friends of the Elderly Ireland Friendly Call Line is manned mainly by Transition Year students and third level students during term-time and by volunteers outside term-time. The service is aimed at any elderly person who lives alone and would like a telephone call. Calls are between 10am and 4pm Monday to Friday and calls are made at times that suit members. The volunteer places a call to those who have registered for the friendly call service. The purpose of the call is to offer befriending support and to ensure that the elderly member is in good form and not in need of urgent support. The calls are placed weekly and the conversation is usually led by the elderly members; however discussion can be about themselves, current events, their interests, what they are doing today or that week.</p>
Referral Process	Older people are referred primarily by Healthcare Professionals, concerned neighbours /relatives or by self-referral.
Service Area Coverage/ Geographic Boundaries	Nationwide for the Friendly Call Service. County Dublin for visitation and social club.

Organisation	The Society of Saint Vincent de Paul
Contact Details	<p>Address: SVP House, 91/92 Sean MacDermott Street, Dublin 1</p> <p>Tel: (01) 8386990</p> <p>Email: info@svp.ie</p> <p>Website: www.svp.ie</p>
Type of Services	Befriending/Visitation
Target Age Group	No age category

Details on Service	The aim of the St Vincent de Paul Society is to tackle poverty in all its forms through the provision of practical assistance to those in need. The concept of need is broader than financial hardship, so visiting the sick, the lonely, the imprisoned form a large proportion of the Society's work. The Society operates in small groups, called "Conferences", based on local parishes which meet regularly and their work is usually concentrated on local visiting. However over the years, the SVP has responded to social changes, provides a range of additional services depending on the prevailing need. Today, these "Special Works" include shops, resource centres, provides accommodation to vulnerable people and various holiday schemes amongst other things.
Referral Process	People requesting assistance can call our National Office on 01 8386990 where they will be given the contact details for their Regional Office - this information is also available online at www.svp.ie. The Regional Office will take their contact details and pass this information onto their local Conference who in turn will contact them to arrange a suitable time to call and visit.
Service Area Coverage/ Geographic Boundaries	SVP operate in all 32 Counties of Ireland.

If you wish to add or amend your service for the next update of this Directory, please copy the form below and email back to enquiries@alone.ie or post to ALONE, Olympic House, Pleasants Street, Dublin 8, Ireland.

Organisation	
Contact Details	
Type of Services	
Target Age Group	
Details on Service	
Referral Process	
Service Area Coverage/ Geographic Boundaries	



ALONE

Helping older people in need

ALONE, Olympic House, Pleasants St., Dublin 8

Tel: 01 6791032

www.alone.ie