



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

BEFRIENDING SERVICES
NATIONAL SURVEY & DIRECTORY 2014



Helping older people in need



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PART 1: Introduction

1.1 Background

ALONE is an independent charity that works with the 1 in 5 older people who are homeless, socially isolated, living in deprivation or in crisis. We provide Supportive Housing, Befriending, Community Response and Campaigning services to hundreds of older people every week. We receive no Government funding for our day-to-day activities so we rely solely on the generosity of the public to continue our work. ALONE's services are quality approved and are delivered 365 days a year. We operate with a ratio of 1 staff member to every 18 volunteers.

Our Vision is 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 long-term housing, befriending, community response and campaigning services.

What we do:

What does ALONE do?

ALONE **Housing** provides homeless older people with the comfort, safety, and support they need to age in the community. Staff and volunteers work with each resident to ensure they receive the practical and personal supports required to live fulfilling, independent lives as they age. Every ALONE home is age friendly, has its own front door, and is warm and comfortable.

ALONE's **Befriending** Service provides companionship for isolated older people. Loneliness is a serious health risk and a volunteer visit of just one hour a week can make a huge difference. Volunteers can support older people to get out and about, help with day to day tasks, or have a chat over a cup of tea at home. All ALONE volunteers are trained, Garda vetted and supported by experienced mentors.

ALONE's **Community Response** works with older people who are in crisis situations and those who don't know where else to go for help. The main issues we deal with are poor housing, health, elder abuse, poverty and lack of services. We address the emergency situation and work with other agencies to provide long term sustainable solutions for the older people in need.

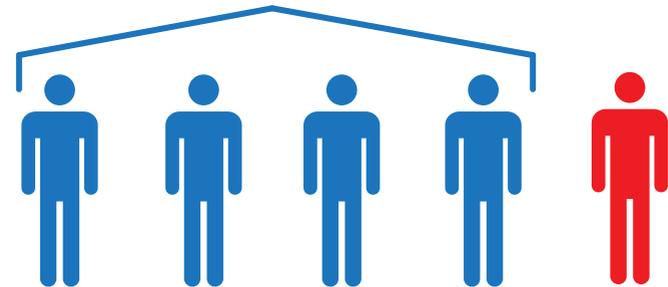
ALONE's **Campaigns** are designed to tell the truth about the challenges some older people face. We work directly with older people in need, meaning that

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.

Fundraising - As an independent charity we receive no government funding for the day-to-day running of our services. We rely solely on the generosity of organisations and the general public to support older people most in need. We are transparent and accountable and all of our services are quality approved. We comply with the ICTR Guiding Principles for Fundraising and our annual accounts are independently and externally audited.

1.2 Rationale for Research

1 in 5 Older People are homeless, socially isolated, living in deprivation or in crisis.



Source(CSO,2012)

Why is Loneliness among Older People a National Health Issue?

'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 (Step toe 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.

ALONE’s Befriending Service aims to provide companionship to isolated older people through a weekly visit to alleviate the effects of loneliness. For many older people who receive the service, this is the only personal human contact they have from one end of the week to the next; **befriending is undeniably a health support service.**

Currently, ALONE’s Supportive Housing and Befriending Services are Dublin centered. However our Community Response and Campaigns for Change support older people in need all around the country. Our Community Response service provides information to older people and health professionals outside the county borders as well as case management support when required. Our Campaigns for Change also work to raise awareness of the issues facing vulnerable older people on a national level. In recent times we have experienced an increase in calls from lonely and isolated older people across Ireland. When these calls came in our team worked to identify local Befriending Services where we could refer these enquires on to, however the outcome was not always successful. We felt there was a real need and responsibility to find out more

information on other organisations that provided similar Befriending Services to older people in need.

1.3 Research Objective & Aims

The objective of the research was:

- To identify and consult with organisations that offered either a telephone befriending or one-to-one visitation service to older people throughout the country. To collate, analyse and compile a ‘Befriending Directory’ based on these organisations responses.

The aims were:

- To provide information that will inform partners and other organisations of geographic gaps/areas of concern in service provision.
- To raise awareness among organisations offering existing Befriending Services.
- To undertake a piece of research that can inform the aim of ALONE’s Befriending Service; *to provide a service to everyone who comes to us regardless of location and to partner and create strong national befriending infrastructure for older people in Ireland.*

PART 2: Research Process

2.1 Research Methods

2.1.1 Stage One

To begin this study, online research was carried out to create a list of possible Befriending Services for older people throughout the country. A survey was then sent out to each organisation identified. The organisations were given an option to complete the survey online or return a hard copy to the ALONE office. This was the most logical and efficient way to gather the data given the time and resources available to ALONE. This was the first stage of the research process and it took place in early 2013.

2.1.2 Stage Two

Stage two of the research process began in mid-2014 where all of the survey respondents were followed up to confirm the details of their Befriending Service for inclusion in the directory. Organisations that did not respond to the survey were also contacted again. In addition to this, further internet research was conducted to find out if any new befriending projects had been established or existing ones abolished.

A comprehensive up-to-date directory was completed in August 2014 based on the results of this two stage research process which will be discussed in the following section.

PART 3: Key Findings

3.1 Statistical Results

Table 1. Overview

Total No. of Befriending Organisations Identified	56
Total No. of Befriending Organisations Successfully Contacted	42
Total No. of Organisations Offering Telephone Befriending	25
Total No. of Organisations Offering One-to-One Visitation	32

Table 2. By County

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

County	Befriending / Visitation	Telephone Service	Total
Roscomman	0	1	1
Sligo	0	1	1
Tipperary	0	1	1
Waterford	1	1	2
Westmeath	2	0	2
Wexford	0	0	0
Wicklow	1	1	2
National	4	4	8

In the first table we can see that a total of 57 services were identified yet only 42 were successfully contacted and recorded in the results. The reason for this difference is that a number of the organization that were identified via the web had stopped operating due to funding cuts or closure. (e.g. *Hello Kerry Friendly Call Service*). In some other instances the data available online was limited and contact details for the services could not be found. (e.g. *Ferrard Day Centre, Clogherhead*). The time lapse between stages one and two in the process also meant that some of the Befriending Services were no longer in existence while other newer services had been established in the intervening months.

From Table 1 we can also see that visitation services were more common with 32 identified compared with 25 telephone befriending services.

Table 2 breaks down the results by county and it is not surprising that most of the Befriending Services were found in the major towns and cities. Dublin had a total of 12 services while Cork and Limerick follow next with five each. Leitrim was found to have good service coverage with a total of four services recorded for the northwest county. There were 10 counties with only one service in operation while a number of others had no services at all (e.g. Monaghan or Wexford) Counties such as Kerry or Tipperary had very localised services that did not cover their entire county. Several services operate on an inter-county basis, however they only covered limited areas within those counties. Further examples were found of services that worked with specific groups, e.g. one services in Offaly working exclusively with groups with disabilities.

3.3 Conclusions

The Befriending Mapping process has yielded some unsurprising yet concerning results.

Gaps

There are limited services available 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.

Increase in Dementia

Our survey found that services supporting older people are finding increasing numbers coming to them with dementia and Alzheimer's. *Kilkenny and Carlow Contact* are developing a specific 'Dementia Befriending Service' to respond to the need, while other Befriending supports such as *Ballyhoura Rural Services* flagged that they were increasingly providing respite to families and carers who care for older people suffering from early onset dementia and/or Alzheimer's. These findings correlate to the annual increases in dementia nationally, and highlight the necessity for services to adapt and respond to meet this growing need.

Unsustainability

The gap of 12 months between phases 1 and 2 of the research identified that some services had become unsustainable and ceased to operate during that period. A key issue may have been that many services were too localised or small to develop and create awareness outside their immediate communities. Without funding, training and proper resources they found it difficult to continue.

Demand for Training, Support and Networking

Through the mapping process it became apparent that there is a demand for training and other supports for Befriending Projects. We are currently working on a framework of how ALONE can support other organizations in this regard by developing:

1. Befriending Service Co-ordination Guide-book
2. Training for Volunteers and Coordinators of Befriending Services
3. Offering to host meetings to create a national network of Befriending Services



The ALONE mapping process has been as much about creating awareness among service providers as expanding our own knowledge of organisations who offer Befriending Services to older people throughout the country.

It is important to acknowledge that there may be some Befriending Services operating that are not on the internet and were missed by the research. It is hoped that distribution of this document to participating organisations will help uncover further Befriending projects that we may have missed.

3.4 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 enquiries@alone.ie.

Part 4: Befriending Directory

4.1 Carlow

Organisation	Kilkenny & Carlow Contact
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	Clarecare Main Office, Ennis Harmony Row, Ennis, Co. Clare. Tel: 065 682 8178 Email: info@clarecare.ie Website: www.clarecare.ie
Type of Services	Telephone Service
Target Age Group	Older persons - no age category defined.

Details on Service	The Clarecare Conas Ata Tu? Project is a phone service staffed by volunteers under the guidance of the social worker with older people. It provides regular phone contact and aims to reduce the risk of isolation for older people.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	County Clare, please contact for more information.

4.4 Cork

Organisation	Ballyhoura Rural Services
Contact Details	Cork Office, 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 - the organisation identifies and assists individuals who are experiencing physical, social and emotional isolation in rural areas but particularly older people.
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. 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.

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	West Cork Development Partnership
Contact Details	West Cork Development Partnership Ltd, Main Street, Bantry, Co. Cork Tel: (027) 52266 Email: joe@wcdp.ie Website: www.wcdp.ie
Type of Services	Telephone Service
Target Age Group	Older persons aged 55
Details on Service	Care Ring offers a service of daily phone calls to older people who are living alone or in isolated circumstances. This phone call service ensures everyone in the community has access to daily contact outside the home. It also supports clients to address important issues in their lives. The Care Ring Team is made up of eight to ten people from all different walks of life. Each caller is there for a friendly chat, and as a source of information regarding various grants and supports available to help assist or ensure independent living for members of Care Ring.
Referral Process	Recruitment of participants for programme is done in a number of ways, (A) Community Alert groups and community activists encourage people to join. (B) Community organisations refer people to programme. (C) Presentations at Public Information seminars spreads the word about Care Ring and helps reach new members.

Service Area Coverage/ Geographic Boundaries	The Project is currently covering the following areas: Beara, Sheephead and Mizen Peninsulas and Bantry, Bandon, Newcestown, Caheragh, Union Hall, Castletownsend areas. The project is currently seeking applicants from Drimoleague, Drinagh, Skibbereen, Baltimore and all existing areas. The service is open to new clients from all areas.
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Organisation	Mahon Community Development Project
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Contact Details	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
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Type of Services	Befriending/Visitation
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Target Age Group	Older persons aged 60+
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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
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Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
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Service Area Coverage/ Geographic Boundaries	Mahon area, Co. Cork. Please contact for more details.
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Organisation	IRD Duhallow
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Contact Details	Address: James O'Keeffe Institute, Newmarket, Cork Tel: 029-60633 Email: duhallow@eircom.net Website: www.irdduhallow.com
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Type of Services	Telephone Service
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Target Age Group	Older people particularly those living alone.
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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.
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Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
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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.
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4.5 Donegal

Organisation	Good Morning Service Co. Donegal
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Contact Details	Good Morning Service, 6 Ardaravan sq, Buncrana, Co. Donegal Tel: (074) 93 21598 / 086 7208686 Email: gmsdonegal@hse.ie
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Type of Services	Befriending/Visitation Telephone Service
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Target Age Group	Older persons aged 60 +
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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 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 and over in Inishowen. 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.
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Referral Process	Email / Word of Mouth / Telephone / Social Care Professionals such as Public Health Nurses, Occupational Therapists etc / other organisations.
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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.
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4.6 Dublin

Organisation	ALONE
Contact Details	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 persons aged 60 +
Details on Service	ALONE's Befriending Service offers companionship to isolated older people through weekly visits by trained and supported volunteers. Volunteers are matched with the people they visit, ensuring compatibility and common interests where possible. Visits are for approximately an hour a week and the older person and the volunteer agree a suitable day and time. An ALONE Staff Member is always available should the older person have questions or need support or in the rare instance that the visit is not working out. Volunteers receive core training in issues effecting older people and are supported by the Volunteer Coordinator and through a mentoring system. ALONE also run a series of events, including small events, quarterly dinner dances and an annual summer holiday for the older people linked to ALONE.
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 Ireland
Contact Details	Depaul Ireland, 18 Nicholas Street, Christchurch, Dublin 8 Tel: (01) 453 7111 Mob: 086 854 1173 Email: glynis.dunne@depaulireland.org Website: www.depaulireland.org
Type of Services	Befriending/Visitation
Target Age Group	No applicable age category
Details on Service	The Depaul Ireland <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	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	Older persons aged 60 +
Details on Service	<p>The Darndale Belcamp Village Centre offers a range of services under the umbrella of befriending, socialisation, training and supports:</p> <p>Full-Daycare Service operating Monday-Friday 9-5</p> <p><i>A Friendly Call Service</i> offers a free friendly call a day to make sure you are okay.</p> <p>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.</p> <p><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.</p>
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	<p>Crosscare, Clonliffe College, Dublin 3.</p> <p>Tel: (01) 836 0011</p> <p>Email: info@crosscare.ie</p> <p>Website: www.crosscare.ie</p>
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	No particular age category - people in need of service
Details on Service	<p>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.</p> <p>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.</p>

Details on Service	<p>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).</p> <p>At present CCFS also includes:</p> <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 • 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	County Dublin

Organisation	Care Call (Crosscare)
Contact Details	<p>Care Call, Buzzardstown Campus, Mulhuddart, Dublin 15.</p> <p>Tel: (01) 891 3000</p> <p>Email: laura.oreilly@carecall.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	For any persons who may feel lonely or vulnerable.
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	Making Connections, 36 Roebuck Road, Clonskeagh, Dublin 14. Tel: (01) 295 1053 Email: info@makingconnections.ie Website: www.makingconnections.ie
Type of Services	Befriending/Visitation
Target Age Group	Older persons aged 70 +
Details on Service	A befriending service for over 70yrs, residing in the South Dublin area. A volunteer visits an older person in the community for approximately one hour a week. In allocating volunteers, priority is given to those who are considered most vulnerable due to physical/mental health, because of a lack of social outlets or ongoing experience of loneliness or isolation. Matching is based on common interests with a view to improving physical and mental health by encouraging the older person to re-engage in a fun activity, hobby or interest they once enjoyed
Referral Process	Referrals are welcomed from a variety of Health Care Professionals working with older people as well as HSE health centres (GP's, Public Health Nurses, Community Mental Health Nurses, Occupational Therapists, Physiotherapists, Social Workers etc.)
Service Area Coverage/ Geographic Boundaries	South Dublin Area.

Organisation	Blanchardstown Centre for Independent Living
Contact Details	Blanchardstown Centre for Independent Living, Unit 7, Block B, BASE, Enterprise Centre, Damastown Road, Mulhuddart, Dublin 15. Tel: (01) 827 0609 Email: admin@bcil.ie Website: www.bcil.ie
Type of Services	Befriending/Visitation
Target Age Group	All age groups over 18
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	North Dublin Befriending Service
Contact Details	North Dublin Befriending Service, 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/Social Groups
Target Age Group	Service is for those who have mental health difficulties and is not age specific.
Details on Service	North Dublin Befriending Service 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 the North Dublin Befriending service.

Details on Service	The organisation also runs local social clubs which allow individuals to participate in social activities, widen their social networks, make friends and even get away from it all with group trips which are organised a couple of times a year.
Service Area Coverage/ Geographic Boundaries	County Dublin.

Organisation	Friends of the Elderly Ireland
Contact Details	Friends of the Elderly, 25 Bolton Street, Dublin 1. Tel: (01) 873 1855 Email: info@friendsoftheelderly@gmail.com Elaine.friendsoftheelderly@gmail.com Website: www.friendsoftheelderly.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	For older persons 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 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</p>

Details on Service	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.
Referral Process	Older people are referred primarily by Healthcare Professionals, concerned neighbours /relatives or by self-referral.
Service Area Coverage/ Geographic Boundaries	County Dublin for visitation and social club. Nationwide for the Friendly Call Service

4.7 Galway

Organisation	Gort Resource Centre
Contact Details	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 persons 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
Contact Details	Galway Contact, 189 Corrib Park, Co. Galway Tel: 091 527581 Email: galwaycontact@eircom.net
Type of Services	Befriending/Visitation
Target Age Group	Older persons aged 60 +
Details on Service	Galway Contact is a voluntary organisation that assists older people who may feel lonely and isolated. Its volunteers extend their courtesy, a friendly face, and a supportive voice to the older people in Galway. Every visit is different, organised on a one-to-one basis and underpinned by confidentiality and sensitivity. All of the volunteers are Garda vetted before they start their visit.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Galway, please contact for more information.

4.8 Kerry

Organisation	Droichead Na Daoine Ltd. (Sneem)
Contact Details	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 - the befriending service is available to vulnerable persons experiencing isolation or loneliness; older persons and young parents in particular.
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	The Carers Association
Contact Details	The Carers Association, C/O Primary Care Centre 1st Floor, Áras Sláinte, Station Road, Newbridge, Co. Kildare. Tel: 086 0213749 Email: kildare1@carersireland.com Website: www.carersireland.com
Type of Services	Befriending/Visitation
Target Age Group	For older persons, no age category imposed.
Details on Service	The Carers Association is now offering a new pilot befriending programme for older people in Newbridge, Co. Kildare. This 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.
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	Newbridge, Co. Kildare.

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

SEE 4.24 FOR MORE DETAILS

4.10 Kilkenny

Organisation	Kilkenny & Carlow Contact
Contact Details	Main Office (Kilkenny) C/O Fr McGrath Centre, St Josephs Road, Co. Kilkenny Tel: (056) 7751988 Ext. 6 Email: kkcontact@eircom.net eleanor@kccontact.ie (Eleanor Doyle, Coordinator) Website: www.kccontact.ie
Type of Services	Befriending/Visitation
Target Age Group	Older persons aged 65 +
Details on Service	<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. <i>A Dementia Befriending Service</i> is currently in development as an addition to the main befriending service. This service is open to any Older People 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. 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.

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 Befriending Group
Contact Details	Tel: 086 8096693 Email: patiyoun@gmail.com
Type of Services	Befriending/Visitation
Target Age Group	No strict age category, referrals tend to come in from older persons 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	Muiriosa Foundation
Type of Services	Befriending/Visitation
Target Age Group	Older persons aged 70 +
Service Area Coverage/ Geographic Boundaries	County Laois

SEE 4.24 FOR MORE DETAILS

4.12 Leitrim

Organisation	Leitrim Development Company
Contact Details	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	Predominantly older people but the service is not restricted by age.
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	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	Older People - minimum age 55 years old

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 Active Age Groups 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	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 - service is available for individuals both young and old living in isolation.
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

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.

4.13 Limerick

Organisation	Ballyhoura Rural Services
Contact Details	Limerick Office Ballyhoura Rural Services Ltd, Knockainey Road, Hospital, County Limerick. Call 061 383666 or 086 7754202 Email: kkennedy@ballyhouraruralservices.org Website: www.ballyhouraruralservices.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	No age category - the organisation identifies and assists individuals who are experiencing physical, social and emotional isolation in rural areas but particularly older people.
Details on Service	Ballyhoura Rural Services operates a visitation service, a 'Community Phone Link' service, a 'Helping Hands' Handyman Service, and a Reminiscence Project. 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. 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.

Organisation	Northside Family Resource Centre
Contact Details	Northside Family Resource Centre, Clonconnane Road, Ballynanty, Co. Limerick. Tel: (061) 326 623. Email: traceyreddy@northsidefrfc.ie Website: www.northsidefrfc.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	Older people, no age restriction applicable.
Details on Service	The Northside Family Resource Centre offers both a visitation through 'Outreach' service and a 'Friendly Call Service' for older people feeling lonely and isolated residing in the north side of Limerick city. The Outreach with Older People service is there for people who could use different kinds of support such as; home visits, assistance with shopping, light house work etc. The Friendly Call Service offers a confidential friendly call and is there if you are simply looking for a chat or a listening ear or information about what is going on in the family resource centre and your local area.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	South Dublin Area.

Organisation	Moyross Community Companions
Contact Details	Moyross Community Enterprise Centre, Moyross, Co.Limerick. Tel: 061 329606 Email: annemarie@communitycompanions.org Website: www.limerickseniorsforum.ie
Type of Services	Befriending/Visitation
Target Age Group	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.

4.14 Longford

Organisation	Longford Community Resources Ltd
Contact Details	Longford Community Enterprise Centre, Templemichael, Ballinalee Road, Co. Longford Tel: 043 3349678 / 043 3345555 Email: mmulvey@lcrf.ie or enquiries@lcrf.ie Website: www.lcrf.ie
Type of Services	Telephone Service
Target Age Group	Usually over 55 years old
Details on Service	Longford Community Resources Ltd operates the Friendly Phone Call Service aimed at reducing the isolation and loneliness experienced by some older people.

Details on Service	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. 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). 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. 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.
Referral Process	Referrals are made by the Longford Community Resources Ltd Rural Resource Worker and the partners of the Friendly Phone Call Service including County Longford Older Persons Network, Rural Social Scheme, Volunteer Centre, Longford Rural Transport and the HSE. Older people may do self-referral by downloading the application from the Longford Community Resources Ltd website or requesting an application form by post.
Service Area Coverage/ Geographic Boundaries	County Longford.

4.15 Louth

Organisation	Good Morning Louth
Contact Details	Good Morning Louth, Aspen House, 76 Seatown, Dundalk. Tel: (042) 933 0103 Email: anne.murphy@netwellcentre.org Facebook: Good-Morning-Louth
Type of Services	Telephone Service
Target Age Group	Older persons aged 60 +
Details on Service	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. 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.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc. Contact: Anne Murphy 9330103 9am – 5pm.
Service Area Coverage/ Geographic Boundaries	Co. Louth and surrounding areas.

Organisation	Good Morning Drogheda
Contact Details	Good Morning Drogheda, Unit 7, The Haymarket, Drogheda, Co. Louth Tel: 1800 200 100 Email: dds4op@eircom.net Website: www.dds4op.com

Type of Services	Telephone Service
Target Age Group	Older persons aged 60 +
Details on Service	Good Morning Drogheda is a free and confidential service offering a telephone call (during normal working week) to check that people are safe and well. The aim of the service is to reduce feelings of isolation, insecurity, loneliness and vulnerability. You can be reminded of hospital/doctor appointments also.
Referral Process	Self-referrals, family members, neighbours, members of the health profession, community, voluntary and statutory organisations etc.
Service Area Coverage/ Geographic Boundaries	Drogheda area, Co. Louth

4.16 Mayo

Organisation	Westport Family & Community Resource Centre
Contact Details	The Fairgreen, Westport, Co. Mayo. Tel: 098 24419 Email: westportfrc@eircom.net Website: www.westportfrc.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	The organisation is flexible regarding age with existing clients from their 50s to 90s. No one is refused service, and referrals other services are often suggested such as Active Retirement.
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 social gathering with lunch and entertainment on a Wednesday (Wednesday Get-together) and Friday (Friday Friends), which are run jointly with the local Social Services Centre.

Details on Service	Services are for an unlimited period of time but the socials stop in the summer time. There is no fee for the befriending and visitation services. The computer classes are run by donation so some people pay something at the end of the 4 classes but there is no pressure to do so. The social is €5 to cover the cost of the food but this goes to the Social Services Centre rather than Westport FRC, as they make the food and Westport FRC organise the transport, entertainment etc. Westport FRC works with Westport Social Services Centre, Westport Active Retirement and Mayo Age Friendly.
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	Good Morning Claremorris
Contact Details	Ballyhaunis Rd., Claremorris, Co. Mayo, Tel: 094 9371830 Email: clarird@eircom.net Website: www.clarird.com
Type of Services	Telephone Service
Target Age Group	Open to anyone but mainly senior citizens
Details on Service	Good Morning Claremorris is a high quality befriending telephone service for older people in the community who live alone or who feel lonely or isolated. The service consists of trained volunteers making phone calls to older people who would like a befriending call on a regular basis.
Referral Process	Primary Health Care Teams, GP's, Social Workers, St Vincent de Paul and word of mouth etc.
Service Area Coverage/ Geographic Boundaries	South & East Mayo

Organisation	Third Age Senior Helpline
Contact Details	Third Age, Summerhill, Co. Meath. Tel: 046 9557766 Email: nationaloffice@thirdageireland.ie Website: www.thirdageireland.ie
Type of Services	Telephone Service
Target Age Group	60+ years
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.

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

SEE 4.24 FOR MORE DETAILS

No available data. **4.18 Monaghan**

4.19 Offaly

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

SEE 4.24 FOR MORE DETAILS

4.20 Roscommon

Organisation	Roscommon Friendly Call Service
Contact Details	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	55 years and over
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	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	The elderly, lonely, vulnerable or people who may be house bound - no particular 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	Good Morning South Tipperary
Contact Details	Making Connections, 36 Roebuck Road, Clonskeagh, Dublin 14. Tel: (01) 295 1053 Email: info@makingconnections.ie Website: www.makingconnections.ie
Type of Services	Telephone Service
Service Area Coverage/ Geographic Boundaries	West Waterford

SEE 4.22 FOR MORE DETAILS

Organisation	Waterford Contact Project
Contact Details	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	Persons over 65 years old
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.

4.24 Westmeath

Organisation	Westmeath Community Development
Contact Details	Enterprise Technology and Innovation Centre, Clonmore Business Park, Mullingar, Co. Westmeath Tel: 044 9348571 or 086 1743470 Email: ian@volunteerwestmeath.ie Website: www.westcd.ie
Type of Services	Befriending/Visitation
Target Age Group	60 years and older

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.
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	Muiriosa Foundation Ltd, Community Office Kilmaglish, Knockdrin, Mullingar, Co. Westmeath Tel: 087 8059667 Email: Gerry.mclaughlin@muiriosa.ie Website: www.muiriosa.ie
Type of Services	Befriending/Visitation
Target Age Group	Muiriosa Foundation is a non-profit voluntary organisation working with people of all ages with an Intellectual Disability and is funded by the HSE.
Details on Service	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.
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 No available data.

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	Market Court, Main Street, Bray, Co. Wicklow Tel: 089 4286928 Email: wicklowds@gmail.com jennyoreilly2014@yahoo.ie Website: www.wicklowdementiasupport.org
Type of Services	Befriending/Visitation
Target Age Group	All those affected by dementia
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	The Society of Saint Vincent de Paul
Contact Details	SVP House, 91/92 Sean MacDermott Street, Dublin 1 Tel: (01) 8386990 Email: info@svp.ie Website: www.svp.ie
Type of Services	Befriending/Visitation
Target Age Group	All Ages
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.

Organisation	Age Action Care & Repair
Contact Details	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	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	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	NCBI services are available to anyone in Ireland who is experiencing difficulty with their eyesight.

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, • 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	APC Building, Southern Cross Business Park, Boghall Road, Bray, Co. Wicklow Tel: 01 2014473 Email: homelinkbray@eircom.net Website: www.homelinkbray-supporting-older-people.com
Type of Services	Small jobs and maintenance in South Dublin & North Wicklow. Telephone Service
Target Age Group	65+ however Homelink appreciates that need exist at all ages.
Details on Service	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

Details on Service	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 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	The Friendly Call Service operates on a nationwide basis. The basic small repairs and maintenance service is available in the South Dublin/North Wicklow catchment area, as are the social events.

Organisation	Friends of the Elderly Ireland
Contact Details	Friends of the Elderly, 25 Bolton Street, Dublin 1. Tel: (01) 873 1855 Email: info@friendsoftheelderly@gmail.com Elaine.friendsoftheelderly@gmail.com Website: www.friendsoftheelderly.ie
Type of Services	Befriending/Visitation Telephone Service
Target Age Group	For older persons aged 60 +
Details on Service	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.

Details on Service	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 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. 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.
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	ALONE
Contact Details	ALONE, Olympic House, Pleasants Street, Dublin 8, Ireland. Tel: (01) 679 1032 Email: enquiries@alone.ie Website: www.alone.ie

Type of Services	Offers Community Response, Campaigning and Befriending Training on a National basis (Befriending/Visitation and Housing offered in Dublin only)
Target Age Group	For older persons aged 60 +
Details on Service	ALONE offer a Community Response and Campaigning service for vulnerable older people across the country. In 2015 they will roll out training on a national basis for both volunteers and coordinators of Befriending Services. They 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.

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

BefriendingDirectory14Rev011114



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