



YOU'RE NOT ALONE

alone.ie
RCN:20020057

2026 Older Person's Survey



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ALONE is Ireland's national leader in transforming how older people age at home. We work to ensure every older person has access to the services and supports they need, regardless of where they live or their circumstances, helping them live safely, independently and with dignity in the place they call home. With 300 staff and thousands of volunteers, ALONE supports older people experiencing challenges such as loneliness, social exclusion, health issues, housing difficulties and financial hardship.

We provide personalised support, practical assistance, companionship, housing services, information and advice. We work alongside older people to navigate complex systems, overcome barriers and access the supports they need to age well at home.

If you need support, information or advice, contact **ALONE's National Support & Referral Line on 0818 222 024**. The service is **available 365 days a year from 8am to 8pm** and can support older people, families, carers and professionals seeking help or guidance.

You told us, we listened



Each year, ALONE asks the older people we help to share their views on what is working well and what could be better. Your answers help us improve our services, speak up for older people, and support older people to live happily at home.

■ In our 2026 survey:

682

older people took part (the highest number ever!)

26

counties were represented

64%

of those who took part were female

71-85

was the age range of most people who took part

3%

told us they were a gender other than male or female (up from 1% in 2025)

■ The impact of ALONE's services:

83%

said ALONE made a difference to their lives

3 out of 4

felt less lonely

4 out of 5

would recommend ALONE to a friend

87%

of those who had a volunteer visit were satisfied with the service

70%

said ALONE services met their needs

3 out of 4

felt more confident & independent

“ My life is much better since my ALONE volunteer came to visit me, I am not as lonely and know there is help there when needed. **”**

■ What matters most to older people, and what we're doing about it

We use feedback to make real improvements in our services.

For example, last year 73% of people were satisfied with how long they waited to be matched with a volunteer. We worked on this and made changes, including new online tools for our staff. This year, 84% were satisfied with waiting times.

The main feedback we heard this year was:

COMMUNICATION

What matters most

Being kept informed at every stage of support

What we heard

Some volunteer matches ended without enough communication from ALONE

Our response

We are making sure older people and families are kept informed when support changes



DEPENDABILITY & RELIABILITY

What matters most

Knowing ALONE is there and can be trusted when needed

What we heard

Some want more regular contact from ALONE about volunteer matches

Our response

We have reviewed our check-in calls and are making sure everyone in this service is contacted regularly



COMPANIONSHIP

What matters most

Feeling less isolated and having someone to look forward to hearing from

What we heard

Kind volunteers and staff help to combat loneliness and improve quality of life

Our response

We are working to make sure everyone who wants a volunteer gets regular contact, because we know how much the calls and visits matter

AVAILABILITY OF SUPPORT

What matters most

Getting help on time, with no unexplained gaps

What we heard

Many did not know about all the services ALONE offers

Our response

We are sharing clearer information so everyone knows what support is available, and how and when to get it



“ What matters is that your service really listens to the people they visit and takes the time. ”



MEETING INDIVIDUAL NEEDS

What matters most

Services that are flexible and responsive to each person's situation

What we heard

Support plans do not always keep up with changing needs

Our response

We are growing our teams so we can reach more older people, when they need support

TECHNOLOGY & PRACTICAL SUPPORT

What matters most

Help with devices, forms, appointments and daily tasks

What we heard

Staff support with the HSE, local councils, and technology has made things easier

Our response

We will keep building strong links with local services so people get the right support at the right time



■ What older people told us about daily life

Many of the problems older people face go beyond ALONE's services.

Transport

is the most difficult service to access

75%

of older people are affected by rising cost of living

1 in 5

cannot afford nutritious food as often as they need

45%

turn off heating to reduce bills

Accessing home support services

is becoming harder, rising to the second most difficult local service to access

1 in 5

older people do not use the internet and many others find online services hard to use

Fuel Allowance, Pension and Living Alone Allowance

increases were top Budget asks

43%

of older people say they do not go out because they cannot afford to

We're acting on it.

Feedback doesn't just improve our services; it goes all the way to Government. This year, what older people told us helped shape our [Fixing the Foundations](#) Budget campaign, where we called for stronger financial supports, better health and housing services, and more practical help for older people across Ireland.

Thank you for taking the time to share your experience with us.
Your responses make a difference!

National Support & Referral Line **0818 222 024**



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