

Allanbay Ltd
t/a
Central Park
Nursing Home

Clonberne, Ballinasloe, Co. Galway.

Reg No.: 8253897L

Tel: 093-45231

Fax: 093-45807

Website: www.centralparknursing.ie

Email: admin@centralparknursing.ie

Information Booklet

Resident Guide

Allanbay Ltd t/a Central Park Nursing Home

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Welcome to Central Park Nursing Home. We hope that your stay with us will be both successful and beneficial. This booklet has been designed to provide you with the necessary information to make an informed choice on your care provider and/or assist you in making your stay with us more comfortable. It will also meet the requirements set out in the "National Quality Standards for Residential Care Settings for Older People in Ireland" laid down by the Health Information and Quality Authority. These standards are enacted by Health Act 2007(Care and Welfare of Residents in Designated Centres for older people).

This booklet will provide an introduction to the Care and Services provided within Central Park Nursing Home. Further information and more detailed explanations of the Governance and Management of the Nursing Home will be found in the Supplementary "Statement of Purpose and Function" booklet.

We are committed here in Central Park Nursing Home to deliver a caring health care service, in a home form home environment that fosters mutual respect for the rights and dignity of all. Where care practices reflect a person-centred approach. Our aim is to ensure that our residents and staff are safe and happy. Central Park Nursing Home endeavours to provide a caring environment where everyone feels safe and happy. Create a home from home atmosphere where we will continually focus on improving and developing the qualities of care and hospitality and choice we offer our residents. We understand that people value keeping their independence. We respect privacy and encourage you to choose how your care is planned and delivered. We see our residents as individuals. We try to give as much choice as we can in day-to-day living and we support people in maintaining their independence. We hope that you will see Central Park Nursing Home as an extension of your former home and carry on your lifestyle as before, knowing that you have the care and support of our staff.

Central Park Nursing Home is a purpose built Nursing Home on 3 acres of land and gardens. A family run Nursing Home. We can accommodate 67 residents. Central Park Nursing Home provides care for short-term, long term care respite, Nursing care, Dementia care, Palliative care.

Our nursing home is divided into 3 units (Strawberry Fields, Belvedere Drive and Memory Lane). There are 39 single ensuite rooms, 2 single rooms, 5 double ensuite rooms, 9 double sharing rooms. A selection of dining rooms plus day rooms, conservatory / visiting rooms, oratory and smoking area, two residents kitchens and a state of the art kitchen. We have beautiful landscaped gardens; listen to the tranquil sounds of the waterfall with seating available in a colourful flowered garden. We have a large pond and you may walk over the bridge to a seated barbeque patio, where we have barbeques and picnics weather permitting. We also provide 2 enclosed courtyards with seating and where residents enjoy doing their own gardening.

Central Park Nursing Home is a Member of Nursing Homes Ireland. We are committed to their shared vision and goals. Nursing Homes Ireland is the single representative body of the private and voluntary Nursing Homes sector in Ireland and is therefore a key part of the Irish Health Service. Their vision is to ensure that all residents of Nursing Homes will receive high quality care. As a single representative body Nursing Homes Ireland, alongside the Government and other key stakeholders can influence important health decisions and policies that effect residential care services. The Mission Statement of Nursing Homes Ireland states that Members are committed to the provision of high standards of care, support and respect for older people who are resident in Nursing Homes.

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Staff are committed to:

- Maintaining and enhancing the quality of life of Residents
- Preserving the autonomy of Residents, guaranteeing free expression of opinion and freedom of choice
- Maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of Residents is respected
- Being an employer of choice and providing continuous professional development and training.

Each Resident in a Nursing Home has the right to:

- Receive a Contract outlining the rights and obligations of both the Nursing Home and the Resident
- Quality care which is appropriate to his or her needs
- Participate in the formulation of his or her care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability
- Full information about his or her own state of health and about available treatments
- Maintain control over, and continue to make decisions about, the personal aspects of his or her daily life, financial affairs and possessions.
- Be consulted on, and to choose to have input into, decisions about his or her living arrangements in the home
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the Community
- Personal privacy
- Live without being obliged to feel grateful to those providing his or her care and accommodation
- Live in a safe, secure and homelike environment and to move freely both within and outside the Nursing Home without undue unnecessary restrictions.
- Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions or choices, including those within which there is a degree of personal risk
- Take responsibility for their own affairs and to undertake daily living tasks of which they are capable
- Be treated with dignity and respect
- Be accepted as an individual and have his or her preferences taken into account
- Be addressed in a form he or she is happy with
- Select and maintain family, social and personal relationships with any other person, both within and outside the Nursing Home
- Freedom of Speech
- Protection from harm and exploitation

Each Resident in the Nursing Home has the responsibility to:

- Respect the rights and needs of other people in the Nursing Home and to respect the needs of the Nursing Home Community as a whole
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment
- Care for his or her own health and well being in so far as he or she is capable
- Inform his or her General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health.

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LIFE IN CENTRAL PARK NURSING HOME

Your Room:

You are encouraged to bring personal possessions to make your room feel as much like home as possible. Furniture, curtains are provided but you are able to substitute your own as long as they meet fire regulation standards. Our maintenance personal, when on duty, will help you hang pictures etc. if you are unable to arrange this. Electrical appliances will need to be checked annually for safety reasons. A safe risk assessment of your room is necessary for Health and Safety reasons this will be performed by our risk management safety team as this is vital in order to minimise risk to yourself, staff and visitors.

Domestic staff are employed to clean your room but please assist with any small task e.g. making your own bed, dusting etc. if you can. This promotes independence and it is the philosophy of our home to enable Residents to be independent for as long as possible. It may also be therapeutic for you to assist with small tasks. A member of staff does a daily check on all rooms.

Your room is your own and staff will not come in without knocking and asking permission, except if you ask them to or to check that you are all right when you are sleeping. You are also provided with lockable locker in your room. All doors have inside locks for your privacy and also can be accessible in case of an emergency.

Your Clothes:

Most residents have the staff launder their clothes, which therefore need to be clearly marked. Clothes should be marked before you move in. If a relative or friend would like to do your laundry please feel free to arrange that with them, however we would not be able to take responsibility for any items lost or damaged in this instance. Dry cleaning has to be sent out and you will need to pay for this service separately. If there are any items that you need please inform your key worker.

Getting Up In The Morning:

You're free to get up when you like. Breakfast can be brought to your room from 8.30am onwards if this is what you wish or alternatively breakfast is available in the dining room. You are free to help yourself, or staff will be available to help you. If you need assistance with washing and dressing, this is readily available. You will probably have discussed approximate times with staff. If not, please do so, so that staff can plan your care alongside that of other Residents.

Going To Bed:

You can choose to go to bed when you like. If you need help, you will probably have already discussed this with staff. Again, if not, please do so.

It is our policy to have nightly checks at least hourly. You can choose whether or not you wish the night staff to come into your room to check that you are all right. You can also request how often you would like this to be done.

Bath/Showers:

Staff will try to arrange bath times to suit you and will offer the level of support that you prefer. It is your key workers role to organise your baths.

Smoking:

Smoking is only allowed in the designated Smoking Area.

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Visitors:

For security reasons the front door is kept locked at all times. Please see Covid-19 visiting restrictions in Statement of Purpose. Under normal circumstances visitors are welcome to come and go at any time, but visitors remain in reception until your presence is announced and infection control guidelines be carried out. We do ask that they sign the Visitors' Book at the entrance, both when they come in and go out. Security issues are taken very seriously at the home and it is important that both Residents and staff cooperate as fully as possible in these matters. There is a code to enter/exit the front door (this is displayed beside the keypad) and then at 11.30pm the front door is locked by key. Only those known to staff or present identification will be allowed in.

Visitors may join you for meals (please see Covid-19 visiting restrictions in Statement of Purpose). Central Park Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit is deemed to pose a risk or where the Resident requests restriction.

Absence from the Home:

You are encouraged to come and go from the Home as you wish under normal circumstances (please see Covid-19 visiting restrictions at present). Please let us know of your plans and to sign "Resident Outing From" in the office. Please let us know if you would like a saved or if you wish to miss a meal. If you go on holiday at any time, please let us know of your plans.

MEAL TIMES

- *Dinner has two seating times in the dining rooms. The first at 12.30pm and the second at 1.00pm. However, you may have any of your meals at your chosen time.*
- *Menus are on display in all units and in dining area.*

Breakfast:

Assortment of cereals, homemade bread/scones, yoghurts, toast, and fruit with tea, coffee or fruit juice is available in the dining room from 8a.m to 10a.m. or brought to your room if you wish you may also request a grill.

Lunch/Dinner:

The main meal of the day is available in the dining rooms at 12.30p.m. and 1.00p.m. Again, staff are available to help as necessary. Menus are planned with your health in mind and after discussion with Residents, so please let us know your favourite foods, as well as any that you prefer not to eat. Special diets are also catered for.

Your comments, compliments or otherwise are passed on to the Cook and other kitchen staff. If you are going out and would like us to save you a meal, please let us know. If you plan to miss a meal or would like to book a meal for visitors, please let us know (please see Covid-19 visiting restrictions in Statement of Purpose).

Tea/Supper:

The evening meal is served at 5p.m. Again, choose the foods and amounts that you would like. Staff are available to help.

Snacks and Drinks:

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Facilities for these are available in all units and in the dining area. Please use these both for yourself and visitors. If you need anything from the kitchen please ask a member of staff. Mid morning and afternoon refreshments are served in your room or main lounge. We are not licensed to sell alcohol but you are free to buy your own.

STAFF

Central Park Nursing Home is managed by Caroline and Tommy Maguire Proprietors. Caroline is the General Manager and Director of Nursing. The Assistant Director of Nursing, x2 Clinical Nurse Managers and Head Chef are also part of our Management team. One of the Managers is on duty from 8a.m. to 6p.m. Monday to Friday, weekends are covered by management and nights is “on call” for any emergency. Care staff are supervised by the Nurse on duty. Their job is to support and befriend the Residents and to help with their personal care and all the care of their belongings, especially clothes. Director of Nursing is responsible for overall supervision of all staff so that the Residents Care Plan is fulfilled and best Quality Care is ensured for our Resident.

There are also head chef, cooks, kitchen and domestic staff, a gardener/maintenance person, receptionist, recreational person and administration staff.

Your Keyworker:

In order that you get to know at least one of your large staff group especially well, we designate one member of staff to be your “Keyworker”. She/he is responsible for making sure that you are happy with all details of your daily life. We seek to choose a Keyworker and Named Nurse who will be compatible with each Resident. This Keyworker will be responsible for knowing your likes/dislikes; upkeep of your wardrobe/locker and items you need and is responsible for documentation and communicating such needs to Nurse on duty.

If you are unhappy with any aspect of your relationship with your “Keyworker”, please discuss this with Manager.

CARE PLAN

In order that the staff can give the level of care and support that you would like, before you move in we discuss your needs with you and draw up what we call a “Care Plan”. This gives all the staff a record of the help that has been agreed and enables different staff to give you Consistent Care.

You may see our care plan at any time and make alterations to it in consultation with the Management team. Sometimes, the Management may suggest a change in your care arrangements that may suit you better.

Reviews:

We hope that if you have any worries or concerns at any time, you will speak to a member of staff, your keyworker, the Director of Nursing or Manager about these. In addition a review for each Resident is held every 4 months. At your review, your keyworker and the Management team of Central Park Nursing Home will check with you that you are still happy with your Care Plan and other arrangements, relating to your stay at Central Park Nursing Home. Any appropriate changes are agreed. You are encouraged to be accompanied at the review if you wish.

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Residents' Meetings:

Residents are invited to regular Meetings at which staff will discuss different aspects of your care in the home and ask you your views. If you would like a particular subject to be discussed, then please talk this over with Management.

Medical Care:

Residents are encouraged to stay with their own G.P. if possible, but you are free to register with G.P. of your choice. Complimentary therapy services are provided. All therapists are professionally educated and supervised. Due to limited access to HSE Services, Central Park Nursing Home has employed/contract services from professionally registered and supervised therapists to enhance your rehabilitation potential. These therapies are at extra charge except for Physiotherapy which is free of charge.

Hospital Care:

You may need hospital in-patient treatments from time to time, also Residents may need to visit Hospital for out-patient appointments. We do ask family, friends, relatives, etc to assist with transport and accompanying you on any Hospital or outpatient visit wherever possible. If this is entirely not possible, Central Park Nursing Home will out source this facility for you at extra cost. If you are in Hospital, your room will be kept vacant for you. It will, however, be necessary for you to continue to pay your fee.

Medication:

The Nurse on duty will dispense your medication as required. If you wish, you can keep your own medication which should be locked in a cabinet in your room. We will order your repeat Prescriptions each month.

Dentist:

It is helpful if family or friends can assist with transport and accompany you on dental visits. If however this can not be arranged, Central Park Nursing Home will arrange same at extra cost to you.

Optician:

An Optician visits the Home once or twice a year to conduct eye tests. You may need to visit an Optician if more detailed tests are necessary. Again, it is helpful if family or friends can help with transport and accompany you, if however this can not be arranged, Central Park Nursing Home will arrange same at extra cost to you.

Chiropodist:

A Chiropodist visits Central Park Nursing Home approximately every 6 weeks or as necessary if more frequent treatment is needed. An additional fee is charged for this.

Church Services:

Please refer to Covid-19 restrictions. Under normal circumstances a service of Holy Communion is arranged weekly. We also assist Residents who would like to attend Mass at the local Church weekly. We have Mass and the Anointing of the Sick monthly. Daily Rosary recited at 6.30p.m to 7p.m. in Central Park Nursing Home's Oratory for those who wish to attend. Legion of Mary visit frequently. We can also accommodate for other dominations.

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Physiotherapy:

A Chartered Physiotherapist visits the Home on a weekly basis for a 4 hour session to assess resident's needs and develop physiotherapy care plan. This service is free of charge.

Mobile Library:

Mobile Library visits the village every second Tuesday for those who would like to visit. Timetable on Notice Board.

Local Shop:

Assisted visits for those Residents who can not get out easily.

Hairdresser:

The Home's Hairdresser visits once weekly and an additional fee is charged for this. You are also welcome to use your own hairdresser. If more frequent appointments are needed, this will be accommodated. Additionally a member of staff is available to do hair grooming if required.

Newspapers:

The nursing home provides 3 newspapers free of charge daily. Newspapers and magazines will be delivered daily. Staff will pass on your orders for which you pay the usual charge. The Home can not accept responsibilities for newspaper bills and families are encouraged to assist with paying these.

Cigarettes, Sweets, Drinks etc.:

Cigarettes, sweets or other items needed by Residents will be delivered daily. The Home can not accept responsibility for those bills and families are encouraged to assist with paying these.

Pets:

Friendly, quiet dogs/cats are welcome at Central Park Nursing Home. Care Plan will be incorporated for same.

Mail:

Letters should be addressed to Central Park Nursing Home with your bed number and room number included. Letters are delivered daily to the office and brought around to you as soon as possible. Mail is collected from Residents daily, please place stamps on your letters or ask staff to assist you.

Radio and Television:

Each room has access to a T.V. and you are encouraged to bring in your own radio with you when you move in, or alternatively, if you want Central Park Nursing Home to provide you with same, this can be facilitated. Please consult your neighbours when you set the volume of these. Please use an ear piece if you like to listen to the radio through the night.

Telephones:

All rooms have a socket for a private telephone and number for which you pay the rental and call charges. Line installation is free of charge. You also have access to email and fax if needed. Wi-Fi throughout the building.

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Entertainment and Activities:

There are frequent activities and entertainment and the staff enjoy helping Residents prepare to celebrate Birthdays, major festivals such as Christmas, Easter etc. Arrangements for these are discussed at Resident Meetings.

There is a planned weekly activity programme co-ordinated by our in house recreation co-ordinators. Also additional activities in the Community are advertised separately on our notice board.

In Case Of Fire:

The Home meets fire safety standards and the fire alarm is tested weekly on Friday at 5p.m. for period one minute.

Staff will explain fire procedures for new Residents when they move in and these procedures are clearly printed on notices on the back of bedroom doors and on main corridors.

If the fire alarm bell continues for a period longer than one minute you are asked to stay near your door and wait for directions from staff to the nearest fire exit. All staff are trained in fire safety and evacuation and fire register is maintained and are fire safety compliant.

LEGAL AND FINANCIAL

Contract of Care:

Your legal rights as a Resident of Central Park Nursing Home are set out in the Contract of Care, signed at the time you accepted your stay with us. The Contract of Care also set out the rights of Allanbay Ltd t/a Central Park Nursing Home. Please ask the Manager if there are any aspects of this that are unclear. Our local HSE Office may be able to advise you on options for financing your care. Contact Community Care Services, Health Service Executives, West City Centre, Seamus Quirke Road, Galway. Phone Number: 091-548426 / 091-548427

Your Contract of Care gives you information about the charges for your room. You or your family can either pay by cheque at the Home or by standing order direct to Allanbay Ltd.

Please make cheques payable to Allanbay Ltd.

Charges are due weekly from the date of acceptance. Please discuss any concerns you have about funding and paying the fees with Management prior to your accepting a place. Once you have moved in, again please discuss any worries or concerns with Management.

Allanbay Ltd t/a Central Park Nursing Home reserve the right to increase the fees, and will give you four weeks notice of this.

Insurance of Property and Money:

Central Park Nursing Home has insurance in place to cover loss of Resident's property or "money left in safe keeping" up to €1,500 per item.

It is unwise to keep large sums of money or valuables in the Home and whenever possible other arrangements should be made. Your money for safe keeping can be held in the Home's safe and a signed receipt from you, the Residents or family member. This money can be drawn out on Monday to Friday during office hours.

Moving from the Home:

Residents are of course free to leave the Home if they decide that they would prefer to live elsewhere. We would be pleased to assist with this. The required 2 week's notice, as set out in the Contract of Care, is applicable in such cases.

End of Life Care:

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Our staff will provide continuing care for Residents in the event of terminal illness. They will liaise close with G.Ps' and the associated healthcare to provide a consistently high standard of care and support for both the Resident and family and friends. They will offer support and advice in the event of death.

COMPLAINTS

COMPLAINTS POLICY

It is the policy of Central Park Nursing Home that all complaints will be managed in a sensitive, timely and effective manner that protects the rights, privacy, dignity and confidentiality of all those involved. Complaints will be used to inform continuous quality improvement and risk management of care and services in Central Park Nursing Home. The purpose of this policy is to ensure complaints from residents, their representatives and others are managed in accordance with the relevant legislation and best practice.

Verbal Complaints: Residents are free to share any verbal complaints at the resident's council meetings with the Resident Advocate present and they will act on the resident's behalf in coming to a resolution. These meetings are structured to allow for open and honest communication without the presence of management or staff. Central Park also accepts verbal complaints at any time on any day. You can give a verbal complaint to any staff member, resident and/or representative or visitor. It is the responsibility of the person receiving the complaint to communicate it to the nurse on duty, if the complaint cannot be satisfied immediately by the staff member receiving the complaint. If no resolution is found the resident may be asked to put the complaint in writing and an advocate will provide assistance if the resident needs it or wishes it. This is then forwarded to the **Person In Charge, Caroline Maguire**

Written Complaints: Written complaints can originate from the first contact or where a verbal complaint cannot be resolved at the point of contact. These complaints are given to the Person In Charge, Caroline Maguire and she will consider whether or not a formal investigation is feasible. If a formal investigation is to be carried out, you will receive notification within 5 working days which will include the investigation process. A formal investigation should be completed within 30 working days.

Where the complainant is dissatisfied with the outcome of the investigation, the **Independent Appeals Person** should be contacted. All complaints are recorded by Central Park and are monitored and reviewed by a **Complaints Overseer, Bridie Fahy**. In the event that a complaint is being made against the Person In Charge, the complainant can make their complaint with the **Complaints Overseer, Bridie Fahy (Assistant Person in Charge)**.

Name: Ms Bridie Fahy (Assistant Person in Charge)
Address: Clonberne
Ballinasloe

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Telephone: (085)1385698

Name: Mr Tom Carney (Independent Appeals Person)

Telephone: (087) 318 0757

Name: Ms Caroline Maguire (Person in Charge)

Address: Clonberne
Ballinasloe
Co Galway

Telephone: (087) 6346363

Name: Ms Stella Grogan (Director of Development)

Address: Clonberne
Ballinasloe
Co Galway

Telephone: (086) 3447908

You may request a copy of our “Complaints Policy” at the office which will give you a more in depth description of our policy and procedures with regards to complaints. From 24 August 2015 the public can bring complaints to the Ombudsman about any **private nursing home** in receipt of public funding under subvention or the Nursing Home Support Scheme. Anyone can make a complaint to the Ombudsman. Before you contact the Ombudsman you must first try to solve your problem with the nursing home concerned. If you fail to resolve your problem and you still feel the body concerned has not treated you fairly, you can contact the Ombudsman.

Contact Details:

The Office of the Ombudsman is open between 9.15 and 5.30 Monday to Thursday and 9.15 to 5.15 on Friday.

18 Lower Leeson Street, Dublin 2, D02 HE97 | Lo-call: 1890 223030 | Tel: 01 639 5600 | Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie

If you have serious concerns about the operation of Central Park you may contact the Inspectorate by:

- Emailing DCOP@hiqa.ie

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- Writing to: Office of the Chief Inspectorate, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Co Cork



ADVOCACY GROUP	PHONE NUMBER	FAX NUMBER	CONTACT NAME	EMAIL ADDRESS	POSTAL ADDRESS
Age Action Ireland www.ageaction.ie	01 475 6989	01 475 6011		info@ageaction.ie	Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin 2
Citizens Information Board (formerly Comhairle)	01 605 9000	01 605 9000	Helen Lahert Manager Advocacy and Accessibility	Helen.lahert@ciboard.ie	Citizens Information Board, 7 th Floor, Hume House, Ballsbridge, Dublin 4
Equality Authority www.equality.ie	Lo call 1890 245 545	01 417 3331		info@equality.ie	The Equality Authority, 2 Clonmel Street, Dublin 2
Irish Advocacy Network	047 389 18 (087 754 0763)		Colette Nolan	admin@irishadvocacynetwork.com	Irish Advocacy Network, c/o Health Care Unit, Rooskey, Monaghan
Irish Cancer Society www.cancer.ie	01 231 0500 1000 200 700 (Mon – Thurs 9am – 7pm and Fri 9am – 5pm)	01 231 0555		helpline@irishcancer.ie	Irish Cancer Society, 43/45 Northumberland Road, Dublin 4
Prostate Cancer Informatin Service: Action Breast Cancer	1800 380 380 1800 309 040			prostate@cancer.ie abc@irishcancer.ie	
Irish Heart Foundation www.irishheart.ie	01 668 50 01	01 688 5896	Caroline Cullen	Info@irishheart.ie	Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4
Irish Patients Association www.irishpatients.ie	01 272 2555	01 272 2506	Stephen McMahon	stephenmcmahon@eircom.net info@irishpatients.ie	Irish Patients Association, Unit 2, 24 Church Road, Ballybrack, County Dublin
Mental Health Ireland www.mentalhealthireland.ie	01 284 1166	01 284 1736	Ted Tierney	ted@mentalhealthireland.ie	Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire, Dublin
Patients Focus	01 885 1611 01 885 1617 01 885 1633		Cathriona Molloy Sheila O'Connor Jim Reilly	Support@patientsfocus.ie	Patients Focus, Unit 9A, Sky Business Centre, Plato Business Park, Damastown, Dublin 15