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[www.hse.ie](http://www.hse.ie)

# your HSE guide

## *Mayo*

Mayo Local Health Office  
Westport Road, Castlebar  
Tel: (094) 902 2333



The Local Health Office is the central focus of all community health and personal social services in your local area. Our Local Health Office looks after the communities of Mayo County and provides a wide range of services either from the Local Health Office in Castlebar, or through the Health Centres and other locations listed in this booklet.

## Welcome

As Local Health Manager for Mayo I would like to introduce a HSE Mayo Guide, which we have produced to make sure that you have all of the information that you need about the health service in your area.

This booklet gives you a full list of the health and personal social services in our area nearby. It also gives you useful information on how to access services, and guides you to your entitlements to things like Medical Cards, GP Visit Cards, Nursing Home Care and more.

My job as manager of the Local Health Office is to make sure that the Primary Care health services in this area work for you and can be accessed when and where they are needed.

We also work closely with the hospitals in the area, so that people can move easily between the community and hospital system.

I hope that you find the HSE Guide of use, and that you keep it somewhere at hand.

Most importantly please feel free to contact this office for assistance if you need information on Services.

Frank Murray  
Local Health Manager

## HSE infoline: Callsave 1850 24 1850

The Health Service Executive provides a national information service, the HSE infoline, which offers everyone in Ireland easy access to information on over 110 health and social service topics, all for less than the cost of a local call.

The service can provide confidential information on a wide range of queries, like:

- Medical Cards
- GP Visit Cards
- European Health Insurance Card
- Drugs Payment Scheme
- Long-Term Illness Scheme
- Back to School Clothing and Footwear Scheme
- Home Help Services
- Nursing Home Subvention
- Health Promotion literature.

The HSE infoline can also advise on health services, entitlements, eligibility, application forms and contact details for services across the country.

Information is also made available via email or fax, and the infoline offers a sigma text-pad facility for people with a hearing impairment.

The HSE Infoline operates from 8.00am to 8.00pm Monday to Saturday.

### YOU CAN CONTACT THE HSE INFOLINE ON:

**Callsave: 1850 24 1850**

**Fax: (041) 685 0330**

**Email: [info@hse.ie](mailto:info@hse.ie)**

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### YOUR GUIDE TO HEALTH ENTITLEMENTS

This section of the HSE Guide gives you information on a range of useful health schemes and entitlements and tells you how you can apply.

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### YOUR GUIDE TO HEALTH SERVICES

This section of the HSE Guide gives you contact details for all of the Community and Regional Health and Personal Social Services in this area.

#### Community Services

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## Health Services – What am I entitled to?

We all need to use the health service at some point in our lives. The Health Service Executive (HSE) runs all of Ireland's public health and personal social services, including hospitals, health centres, community services for older people and much much more.

### Who is eligible for Health Services in Ireland?

Everyone who is ordinarily resident in Ireland is eligible for public health services. This means people who have been living here for a minimum of one year or intend to live here for a minimum of one year.

### Do I have to pay for Health Services?

Ireland has a government funded public health service, where all people living here are entitled to certain services either free of charge or at a reduced cost. These services include:

- Visits to a Public Hospital Consultant, when referred by your GP.
- Stays in a Public Hospital, where the only charge to you will be a nominal in-patient charge, for up to the first 10 nights. Medical card holders are exempt from these charges.
- Accident and Emergency Departments do charge a fee for walk in visits, but if you are referred by your GP or you hold a current medical card, your visit is free.
- All schoolchildren can receive free dental checks and care up to the age of 14 years, and all children can avail of their required childhood immunisations free of charge from a GP.
- All expectant mothers are entitled to free Maternity Care and Post Natal visits up to six weeks after a baby is born, including Public Health Nursing following the birth of a child. Developmental checks are also provided for all infants and young children.
- GP services are free in Ireland for those who hold either a Medical Card or a GP Visit Card. Other patients must pay a consultation fee.

Hundreds of other health and personal social services are provided by the HSE to you and your family. The following pages outline the main schemes and benefits available, and the second part of this booklet gives you contact details for all the essential HSE services in your area.

## Medical Cards and GP Visit Cards

**Medical Card** holders are entitled to GP services, community services, dental services, prescription medicine costs, hospital care and a range of other benefits free of charge. People can qualify for a medical card either on the basis of their income, or in some cases if a particular medical condition means their basic medical costs are very high. All people aged over 70 are entitled to a full medical card regardless of means.

**GP Visit Card** holders are entitled to the services of a GP free of charge. The income guidelines are 50% higher than the Medical Card.

### Who can apply?

Anyone can apply for a GP Visit Card or a Medical Card – families, single people, even those working full time.

### Is it means tested?

Yes, but for GP Visit Card and Medical Card applications, the HSE now considers your income *after* tax and PRSI is deducted, rather than total income. We also make generous allowances for your expenses on childcare, on rent and mortgage costs and on travel to work.

The HSE can also grant Medical or GP Visit Cards to individuals or families who exceed the income guidelines, but who have particular circumstances, e.g. chronic illness, that mean medical costs would result in undue hardship.

### How do I apply?

It is easy and very simple to apply. One application form is now used for both Medical Cards and GP Visit Cards, and the HSE will assess each application for a full Medical Card in the first instance and then for a GP Visit Card.

The HSE has set up a handy calculator on our website – [www.hse.ie](http://www.hse.ie). It allows you to enter your details and will give you a guide to your eligibility for a GP Visit Card or a Medical Card. You can confirm this by then making a full application at any Health Centre or Local Health Office.

Contact the HSE today to see if you can get a GP Visit Card or a Medical Card. You can pick up an application form from your local Health Office, from our website, [www.hse.ie](http://www.hse.ie), or call the HSE infoline on callsave: 1850 24 1850.

## Drugs Payment Scheme

### What is the Drugs Payment Scheme?

With a Drugs Payment Scheme (DPS) card, an individual or family in Ireland only has to pay a maximum amount monthly for approved prescribed drugs, medicines and certain appliances. As of September 2006, the maximum amount a family must pay is €85. Please check our website, [www.hse.ie](http://www.hse.ie) or your Local Health Office for any changes to this amount.

Everyone in Ireland who does not have a Medical Card should apply for a DPS card.

This scheme is aimed at those who normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. Being ordinarily resident in Ireland means that you have been living here for a minimum of one year or that you intend to live here for a minimum of one year.

If a family combines a Drugs Payment Scheme card with a GP Visit Card, it could mean they would pay no more than €20 per week for GP Visits or prescriptions. See the previous pages for information on GP Visit Cards.

### How do I apply?

You can get a registration form from your pharmacy or Local Health Office. Fill in the details of all your family members. Send it to your Local Health Office and you will be sent a card for each member of your family. You do not have to register with a particular Pharmacy for the DPS but for convenience it is advisable to use the same pharmacy in a particular month if you wish to avoid paying more than the maximum amount per month. You must present your card each time you attend before a prescription can be dispensed.

If you lose or misplace your Drugs Payment Scheme card, contact your Local Health Office. You can also call the HSE infoline: 1850 24 1850, for more information.

## European Health Insurance Card

The card that covers EU.

### What is the EHIC?

The European Health Insurance Card or EHIC was introduced in 2004 across the European Union. It allows Irish Residents to access health services in any EU country and in Switzerland, Iceland, Liechtenstein and Norway, if they become ill or injured while on a temporary stay in that country.

### Is the EHIC free of charge?

*There is no charge to apply for or renew an EHIC.* The HSE accepts renewals and applications for EHIC cards at all HSE Local Health Offices, and on the HSE managed site – [www.ehic.ie](http://www.ehic.ie).

### What do I do if I become ill or injured in another member state?

To obtain healthcare with the Card, go to the nearest public system doctor, public hospital, or other public treatment centre and present your Card. Treatment in a private setting is not covered by the Card.

### Do I need private insurance in addition to the Card?

Public healthcare systems vary from country to country. The Card does not cover the cost of repatriation and in addition, illness or an accident abroad may mean extra travel and accommodation costs. You may therefore wish to take out private insurance for your trip. You will find more about your entitlements in particular countries at your Local Health Office or on [www.ehic.ie](http://www.ehic.ie).

### How long will it take to get a Card?

You will receive your Card within approximately 10 working days of receipt of your application.

### What if I don't have time to get a Card before I travel?

You can get a Temporary Replacement Certificate, which gives you the same entitlement as the Card, but for a shorter period, and can be issued by your local Health Office. One Temporary Replacement Certificate is issued per person.

### How do I apply?

Applying for the card is very easy. Application forms are available from local HSE Health Centres, from your Local Health Office or from our website, [www.ehic.ie](http://www.ehic.ie). You can also call the HSE infoline: 1850 24 1850, for more information.

## Immunisation

### What is immunisation?

Immunisation is a simple, safe and effective way of protecting your child against certain diseases. Children and young people in Ireland are entitled to certain vaccinations and immunisation services free of charge. These vaccines are provided in a range of settings: by your GP, in hospitals, at Health Centres, at home or at school.

### Is immunisation free?

Vaccinations under the Childhood Immunisation Programme in Ireland are provided free of charge to all children. The childhood immunisation programme (outlined opposite) protects children from the following: Tuberculosis, Diphtheria, Tetanus, Whooping cough (Pertussis), HiB (Haemophilus influenzae B), Polio, Meningitis C, Measles, Mumps and Rubella.

### Are vaccines safe?

The vaccines used in Ireland are safe. All medicines can cause side effects, but with vaccines these are usually mild, like a sore arm or leg or a slight fever. Serious side effects to vaccines are extremely rare.

Research from around the world shows that immunisation is the safest way to protect your child's health. Your doctor or nurse can discuss the risks with you before giving your child their vaccines.

All the recommended vaccines used to protect children in Ireland are licensed by the Irish Medicines Board or the European Medicines Evaluation Agency. They are allowed to be used only after they have been shown to be both effective and safe.

### Where can I get my child immunised?

The HSE recommends that all parents bring their children for immunisation, which is free from your GP. If you have any more questions or need more information, you can visit the HSE website – [www.immunisation.ie](http://www.immunisation.ie), or speak to your GP or your Public Health Nurse in your Local Health Centre.

You can also call the HSE infoline: 1850 24 1850, for more information.

## Childhood Immunisations

| AGE TO IMMUNISE                             | TYPE OF VACCINE                                                                                                                                                   |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BIRTH                                       | BCG tuberculosis vaccine<br>(usually given in maternity hospitals)                                                                                                |
| 2 MONTHS<br><i>Free from your GP</i>        | 5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis)<br>Men C (Meningococcal C)             |
| 4 MONTHS<br><i>Free from your GP</i>        | 5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis)<br>Men C (Meningococcal C), Diphtheria |
| 6 MONTHS<br><i>Free from your GP</i>        | 5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis)<br>Men C (Meningococcal C)             |
| 12 TO 15 MONTHS<br><i>Free from your GP</i> | MMR: Measles, Mumps, Rubella<br>HiB Booster (Haemophilus influenzae B)                                                                                            |
| 4 TO 5 YEARS<br><i>Free in School</i>       | 4 in 1: Diphtheria, Whooping Cough, Tetanus, Polio<br>MMR: Measles, Mumps, Rubella                                                                                |
| 11 TO 12 YEARS<br><i>Free in School</i>     | MMR: Measles, Mumps, Rubella<br>(not necessary if two doses have already been given)                                                                              |
| 10 TO 14 YEARS<br><i>Free in School</i>     | BCG (if not already protected)                                                                                                                                    |
| 11 TO 14 YEARS<br><i>Free in School</i>     | Td: Tetanus, Diphtheria                                                                                                                                           |

## Nursing Home Services and Subvention

The HSE provides a wide range of services for older people, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home helps.

The simplest way to enquire about or access these services is to speak to either your GP, or to ask at your Local Health Centre to speak to the Public Health Nurse.

The HSE also pays a subvention, or a subsidy, toward the cost of a private nursing home beds. The subvention is designed to help with nursing homes costs and is subject to a means test, and a dependency test – meaning how much care the person needs.

You can apply for Nursing Home Subvention from your Local Health Office. The HSE will then carry out a means test and an assessment of dependency. The dependency assessment is carried out on behalf of the HSE by a doctor, nurse, occupational therapist or physiotherapist. The applicant's medical condition is taken into account and the assessment also includes an evaluation of their ability to carry out the tasks of daily living and of the level of social support available to the person. The kinds of factors assessed might include: mobility, ability to care for oneself, communications, quality of memory etc.

The nursing home regulations also permit the HSE to take account of a person's assets and income in determining entitlement to nursing home subvention. Where a person has assets they may have to use these to fund nursing home care.

### A Fair Deal – The Nursing Home Care Support Scheme

The Minister for Health and Children has announced plans for a significant change in how nursing home care is provided and paid for. From January 1, 2008, the current subvention and public nursing home schemes will be replaced by a new Nursing Home Care Support Scheme, which is designed to ensure that everyone who enters a nursing home, public or private, pays a fair portion of their income as a contribution towards the cost of their care. For more information on this scheme, contact your Local Health Office, or the HSE Infoline on: 1850 24 1850.

## Long-Term Illness Scheme

### What is the Long-Term Illness Scheme?

If you have certain long-term illnesses or disabilities, you can apply to join the Long-Term Illness Scheme.

### How do I qualify?

You must be ordinarily resident in Ireland and hold a PPSN. You qualify if you have one of the illnesses or disabilities listed below:

- Acute Leukaemia
- Cerebral Palsy
- Cystic Fibrosis
- Diabetes Insipidus
- Diabetes Mellitus
- Epilepsy
- Haemophilia
- Hydrocephalus
- Mental handicap
- Mental Illness (in a person under 16 years of age)
- Multiple Sclerosis
- Muscular Dystrophies
- Parkinsonism
- Phenylketonuria
- Spina Bifida
- Conditions arising from the use of Thalidomide.

There is no income requirement or means test. If you have a medical condition that is not listed above, you should consider applying for a Medical Card or a GP Visit Card.

If you have one of these conditions, you will be supplied with a Long-Term Illness book. This booklet allows you to get drugs, medicines, and medical and surgical appliances directly related to your illness, free of charge. It does not depend on your income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme.

### How do I apply?

The Long-Term Illness Scheme application form is available from your Local Health Office. Your doctor or consultant will sign the form to confirm your condition and list your medication.

You can also call the HSE infoline: 1850 24 1850, for more information.

## Dental Services

The HSE provides Dental Services to children under 6 and children attending Primary School, to Medical Card holders and to EU residents for emergency treatment. Some services are provided by dentists employed by the HSE, and some by private dentists.

### What Dental Services are available for children?

Pre-school children attending primary schools can be referred for Dental Treatment from a child health service or following a routine school visit. Children attending primary school are screened in 2nd, 4th and 6th class and are referred for treatment if necessary to the local dental clinic. Emergency services are also available to all school going children.

### What Dental Services are provided for Medical Card holders?

Medical Card holders can get a list of participating Private Dental Practitioners from their Local Health Office or HSE Dental Clinic. Once the dentist has accepted you as a patient you must bring your medical card with you when attending on your first visit. The following treatments are available with a Medical Card: Fillings, Cleaning/polishing, Extractions, Dentures and Root Canal Treatment.

### What if my child needs braces?

Some children where necessary are referred onto their Orthodontic Clinic for further treatment. This referral is from the Principal Dental Surgeon in the health centre and Orthodontic Treatment is free.

### Can I get tax relief on dental expenses?

If you do not have a medical card and have to pay for dental services from a private practitioner, you may claim tax relief for certain specialised dental treatments. The form is called Med 2 and can be obtained from the Tax Office.

### Can my PRSI help pay for dental treatment?

Treatment Benefit is a scheme in Ireland operated by the Department of Social and Family Affairs. Under this scheme, contributions made by people through PRSI can be accessed to repay some of the cost of dental treatment. Ask your Dentist for more information.

To learn more about Dental Services in your area, contact your Local Health Office. You can also call the HSE infoline: 1850 24 1850, for more information.

## Back to School Clothing and Footwear Allowance

### What is the Back to School and Footwear Allowance?

The Back to School Clothing and Footwear Allowance is in place to help families meet the cost of uniforms and footwear for students in Ireland attending school. The scheme operates from June 1st to September 30th each year.

### How do I qualify?

To be eligible for the Back to School Clothing and Footwear Allowance, the parent or guardian must meet one of the following conditions:

- In receipt of a social welfare payment (including Family Income Supplement) or a HSE payment
- Taking part in an approved employment scheme
- Taking part in a recognised education or training course
- Involved in an Area Partnership Scheme
- Attending a FÁS, Fáilte Ireland or LES training scheme.

The child/student must also be aged between 2 and 22 years before 1st October of the year you apply and must be in full-time education at a recognised school or college.

Where a person is on short term social welfare payment, qualifying children must be aged 2-17 years.

### Is the allowance means tested?

Yes, the HSE Community Welfare Office in your Local Health Centre will assess your income and decide if you are eligible. Your total household income means your main social welfare or HSE payment and any other income you may have including wages, before tax but excluding PRSI and reasonable travel expenses.

Any income you get by way of rent or mortgage interest supplement, Family Income Supplement, Blind Welfare Allowance, Rehabilitative Training Allowance, rehabilitative employment (up to €120 per week), Home Help, Domiciliary Care Allowance and Mobility Allowance is not counted.

### How do I apply?

You should apply to the Community Welfare Officer (CWO) at your Local Health Centre. You can also call the HSE infoline: 1850 24 1850, for more information.

## Supplementary Welfare

### What is Supplementary Welfare Allowance?

Supplementary Welfare Allowance provides a basic weekly allowance to eligible people who have little or no income. In addition, payments can also be made in respect of urgent or exceptional needs.

### What types of payments are made under the scheme?

#### Basic Payments

If you have no income you may be entitled to basic Supplementary Welfare Allowance. If you have claimed a social welfare payment but it has not yet been paid, and you have no other income, you may qualify for Supplementary Welfare Allowance while you are awaiting payment.

#### Supplements

If your income, whether from basic Supplementary Welfare Allowance or otherwise, is too low to meet certain special needs, you may be granted a weekly supplement. Special needs may include rent/mortgage payments or exceptional expenses due to ill-health. The amount of any supplement will be decided by the Health Service Executive based on your circumstances.

#### Exceptional Needs Payments

These are paid to assist with essential, once-off expenses in exceptional circumstances. This is at the discretion of the HSE, and depending on your circumstances, may be paid to assist with the cost of essential household equipment, funeral expenses or any other unforeseen large expenses.

#### Rent and Mortgage Interest Supplements

The HSE can also assist with rent or mortgage interest payments for people on very low incomes. This may depend on:

- the size of your accommodation and your family size
- if you have applied for or have been refused Local Authority housing
- the cost of your accommodation
- whether you are sharing your accommodation

### When and how do I apply?

You can apply to the Community Welfare Officer at your local Health Centre. You can also call the HSE infoline: 1850 24 1850, for more information.

## An Introduction to our Community Services

The following are some of the main services that are managed for you by your Local Health Office.

### Local Health Office

St. Mary's Headquarters, Castlebar, Co. Mayo  
Tel: (094) 904 9064

### GP Out of Hours Service, WestDoc

Unit 18a Liosban Business Park, Tuam Road, Galway  
Tel: 1850 365 000

This is a service to provide you and your family with access to family doctor services outside of normal hours.

### Public Health Nursing

There are Public Health Nurses working from every Health Centre in our area, who provide a range of services to people in their homes. They are often your first contact with the HSE, as they visit new mothers to check on them and their babies, and provide advice on care, feeding and development. They also provide aftercare to people who have been discharged from hospital and a range of other services. Contact your Public Health Nurse at your Health Centre, or Tel: (094) 904 2200/2202/2206

### Social Work

The Social Work team in the Local Health Office is responsible for providing support to children and families in this community. This involves Family Support Services, and care for older people. In cases where children are at risk of harm through abuse, Child Protection Social Workers have an important role in providing care, assessment and follow up to those children and their families, through the Fostering and Child Protection Teams.

### Child Health

Area Medical Teams visit schools in the area to give vaccinations like the MMR, Meningitis C, Rubella etc. They also work with Public Health Nurses to check on a child's development from birth onwards, through a series of standard regular checks. Area Medical Officers also play an important role in managing outbreaks of illness like measles or mumps in the area. You can contact the Area Medical Officers on Tel: (094) 904 2212/2213

### Chiropody Services

Chiropody Services are available for medical card holders over 65 years. Referrals are made through the Public Health Nurse or GP to the Local Health Office.

### Community Welfare

Community Welfare Officers work from Health Centres in the area, and can give financial support to those in need, in the form of rent supplement or supplementary welfare allowance. They also advise on entitlements and can help with filling in forms like the Medical Card, GP Visit Card etc. Contact your Health Centre.

### Disability Services

The Local Health Office works with a range of voluntary services in the area to provide care, training and development for children and adults with learning or physical disability.

### General Practitioner Services

There are a large number of GPs working in the area, and your Local Health Office can help you to find a GP, or can advise on entitlements such as a Medical Card or GP Visit Card. For a list of GPs in our area, Tel: (094) 904 2226/2227/2228/2229

### Home Help

Home Helps work with vulnerable people in the community, who through illness or disability are in need of help with day to day tasks. A home help might visit for a couple of hours per day, to help with housework, shopping, or sometimes may provide more personal care like help with dressing, bathing etc. You can access this service through your Public Health Nurse.

### GP Visit Cards and Medical Cards

Your Local Health Office looks after applications for Medical Cards, GP Visit Cards and a range of other schemes. If you would like to apply or need help in making an application, or if you just want to know what is available to you, call the Medical Card Section on Tel: (094) 904 2226/2227/2228/2229

### Occupational Therapy

Occupational Therapy Services are provided to both adults and their carers, who through illness or disability are in need of advice and intervention on dealing with issues relating to their independence and their care. Contact: (096) 21511 or (094) 954 6773

### Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which you can access by calling (094) 904 2247

### Physiotherapy

Community Physiotherapy services are provided from the Local Health Office, helping people who have suffered an injury or illness to regain their health or mobility through exercise and movement. To contact the Physiotherapy Service Swinford Health Centre, Tel/Fax: (094) 925 100

### Speech and Language Therapy

Speech and Language Therapy services are provided in Local Health Offices to children with a Speech, Language, Communication or Feeding difficulty. A School service is provided to children with Intellectual difficulty and/or autism. A limited service is provided to adults and older people who have communication, speech and/or language difficulties. Contact: (094) 904 2239

### HSE – West Information Service: 1890 204 424

Contact us regarding any schemes, services or entitlements.

## Health Centres

Your local Health Centre is often your first contact point with HSE Community Services.

|              |                                                                                                       |
|--------------|-------------------------------------------------------------------------------------------------------|
| Achill       | Achill Island, Co. Mayo<br>9.30am - 5.00pm<br>(098) 45215, 45395                                      |
| Aughleam     | Aughleam, Black Sod, Co. Mayo<br>11.00am - 12.00pm (Thursday)<br>(097) 85701                          |
| Balla        | Ballyourke, Balla, Co. Mayo<br>9.30am - 5.00pm<br>(094) 936 5564, 936 5146                            |
| Ballina      | Mercy Road, Ballina, Co. Mayo<br>9.30am - 5.00pm<br>(096) 24564, 24532                                |
| Ballindine   | Main Street, Ballindine, Co. Mayo<br>9.30am - 5.00pm<br>(094) 936 4158, 936 4142                      |
| Ballinrobe   | Kilmaine Road, Ballinrobe, Co. Mayo<br>9.30am - 5.00pm<br>(094) 954 1380, 954 1642                    |
| Ballintubber | Community Centre, Ballintubber, Claremorris, Co. Mayo<br>9.30am - 11.00am<br>(094) 903 0758           |
| Ballycastle  | Ballycastle, Co. Mayo<br>9.30am - 5.00pm<br>(096) 43058, 43339                                        |
| Ballycroy    | Cross Hill, Ballycroy, Co. Mayo<br>9.30am - 11.00am<br>(098) 49176                                    |
| Ballyhaunis  | Upper Main Street, Ballyhaunis, Co. Mayo<br>9.30am - 5.00pm<br>(094) 963 0491, 963 0358               |
| Ballyvary    | Ballyvary, Castlebar, Co. Mayo<br>9.30am - 11.00am<br>(094) 903 1424                                  |
| Bangor Erris | Main Street, Bangor Erris, Co. Mayo<br>9.30am - 5.00pm<br>(097) 83486, 83146                          |
| Belmullet    | Belmullet Community Hospital Complex,<br>Belmullet, Co. Mayo<br>9.30am - 5.00pm<br>(097) 82048, 81673 |
| Castlebar    | H.S.E., Westport Road, Castlebar, Co. Mayo<br>9.30am - 5.00pm<br>(094) 902 2333                       |
| Cong         | Cong, Co. Mayo<br>9.30am - 5.00pm<br>(094) 954 6842, 954 6347                                         |
| Charlestown  | Ballagh Street, Charlestown, Co. Mayo<br>9.30am - 11.00am<br>(094) 925 4205, 925 4635                 |
| Clare Island | Capnagower, Clare Island, Co. Mayo<br>9.30am - 5.00pm<br>(098) 26250, 25407                           |

|             |                                                                                            |
|-------------|--------------------------------------------------------------------------------------------|
| Claremorris | Knock Road, Claremorris, Co. Mayo<br>9.30am - 5.00pm<br>(094) 937 1638, 937 1196           |
| Crossmolina | Erris Street, Crossmolina, Co. Mayo<br>12.00pm - 13.00pm (Wednesday)<br>(096) 31400, 31450 |
| Finney      | The Presbytery, Finney, Co. Mayo<br>9.30am - 5.00pm<br>(094) 954 1380                      |
| Foxford     | Dispensary Road, Foxford, Co. Mayo<br>9.30am - 5.00pm<br>(094) 925 6189                    |
| Geesala     | Geesala, Co. Mayo<br>9.30am - 5.00pm<br>(097) 86813                                        |
| Glenamoy    | Spadow, Glenamoy, Co. Mayo<br>as required<br>(097) 87958, 87926                            |
| Hollymount  | Hollymount, Co. Mayo<br>9.30am - 11.00am<br>(094) 954 0060, 954 0144                       |
| Inishturk   | The Harbour, Inishturk Island, Co. Mayo<br>9.30am - 5.00pm<br>(098) 45541                  |
| Inishbiggle | Old School House, Inishbiggle Island, Co. Mayo<br>9.30am - 5.00pm<br>(098) 49176           |
| Kilkelly    | Ballaghdaheen Road, Kilkelly, Co. Mayo<br>9.30am - 11.00am<br>(094) 936 7529, 936 7182     |
| Killala     | Killala, Co. Mayo<br>9.30am - 5.00pm<br>(096) 32088, 32177                                 |
| Kilmovee    | Kilmovee, Co. Mayo<br>9.30am - 5.00pm<br>(094) 934 9141                                    |
| Kiltimagh   | Chapel Street, Kiltimagh, Co. Mayo<br>9.30am - 5.00pm<br>(094) 938 1834, 938 1230          |
| Louisburgh  | Caher, Louisburgh, Co. Mayo<br>10.00am - 12.00pm (Thursday)<br>(098) 66166                 |
| Newport     | Newport, Co. Mayo<br>9.30am - 5.00pm<br>(098) 41651, 41256                                 |
| Shrule      | Dalgan Road, Shrule, Co. Mayo<br>9.30am - 5.00pm<br>(093) 31248                            |
| Swinford    | Aras Attracta, Park Road, Swinford, Co. Mayo<br>9.30am - 5.00pm<br>(094) 925 1900          |
| Tourmakeady | Cappaghduff East, Tourmakeady, Co. Mayo<br>9.30am - 5.00pm<br>(094) 954 4230, 954 4006     |
| Westport    | St. Mary's Crescent, Westport, Co. Mayo<br>9.30am - 5.00pm<br>(098) 25019, 25885           |

### Dental Services

All children are given dental checks and follow up if required, from the local Dental Clinic or Health Centre, listed above. This service is usually accessed in the first place through a routine school visit.

Tel: (094) 902 595, (094) 904 2272/2250

### Orthodontic Service

Merlin Park Regional Hospital, Galway

Tel: (091) 751 131

### Registration Services – Births, Deaths & Marriages

New Antrim Street, Castlebar, Co. Mayo

Tel: (094) 902 3249

### Hospitals

Local and Regional are listed here. Unless you are attending A&E in an emergency, most people visit their GP for advice and referral, before attending hospital. Outside of office hours, you can access GP services through GP Out Of Hours Services.

|                                               |                |
|-----------------------------------------------|----------------|
| Mayo General Hospital Castlebar               | (094) 902 1733 |
| University College Hospital Galway            | (091) 544 544  |
| Merlin Park Regional Hospital Galway          | (091) 775 775  |
| Portiuncula Hospital, Ballinasloe, Co. Galway | (090) 964 8200 |
| Roscommon County Hospital                     | (090) 662 6200 |

### Hospice/Palliative Care Service

Palliative Care is the continuing active care of patients and their families at a time when the medical expectation is no longer cure. The aim is to assess, achieve and maintain the best possible quality of life for patient and family.

Palliative care recognises and responds to the physical, emotional, social and spiritual needs of the patient and family. Where necessary, it also extends to support in grief and bereavement.

Palliative care is seen as complementing and not replacing the care provided by other healthcare professionals in hospital and community settings. This service is free of charge.

#### Mayo Home Care Team:

Palliative Care Team, 3 Rocklands, Golf Course Road, Castlebar: (094) 902 6610

#### Hospital Team:

Palliative Care Team, Mayo General Hospital, Castlebar: (094) 902 1733

The Mayo Palliative Care service is provided by the HSE West in association with Mayo Roscommon Hospice Foundation

## Counselling

The HSE provides counselling to adult victims of childhood physical, emotional, sexual abuse or neglect.

Freephone: 1800 234 114

Malvern Medical Centre, Knock Road, Claremorris

Tel: (094) 937 2882

Moyview Family Practice, Dillon Terrace, Ballina

Tel: (094) 24058

7 Daly's Place, Woodquay, Galway

Tel: (091) 561 336

## Services for Older People

The HSE provides a broad range of services for older people in our community, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home helps. If you need services for yourself or for an older person you know, contact your GP or your Public Health Nurse at your Local Health Centre.

|                                                 |                |
|-------------------------------------------------|----------------|
| Sacred Heart Home, Castlebar                    | (094) 902 1122 |
| MacBride Community Nursing Unit, Westport       | (098) 25592    |
| D'Alton Community Nursing Unit, Claremorris     | (094) 936 2727 |
| St. Augustine's Community Nursing Unit, Ballina | (096) 22662    |
| District Hospital, Swinford                     | (094) 925 1102 |
| Community Hospital, Belmullet                   | (097) 81301    |
| District Hospital, Ballina                      | (096) 21166    |

## Mental Health

It is estimated that one in four of us will experience some mental health problems in our lifetime, from a low period, to more serious depression, to a small number who will experience severe mental health problems. If you feel persistently sad, have trouble sleeping or experience unexplained aches and pains, you should visit your GP for some advice. Most people are treated by the GP alone, unless more support, for example, therapy services, is required, in which case you may be referred to some of the following day and hospital services.

The HSE Mental Health Services team in County Mayo includes a Consultant Psychiatrist, Junior Doctors, Community Nursing Staff, Addiction Counsellors, Psychologists, Occupational Therapists and a range of support staff. There are five sector teams, each serving a population of approximately 20,000 and providing locally based community services through a network of Outpatient Clinics, Day Centres, Day Hospitals and Treatment Centres.

### Castlebar

|                                                                           |                |
|---------------------------------------------------------------------------|----------------|
| Mayo PCCC Headquarters                                                    | (094) 902 1333 |
| St Michael's Day Hospital                                                 | (094) 904 2150 |
| Occupational Health Dept. (Whitehouse)                                    | (094) 902 1333 |
| Ashbrooke Group Home                                                      | (094) 902 1333 |
| Kiltoome Group Home                                                       | (094) 902 1333 |
| Alicante Group Home                                                       | (094) 902 1333 |
| Coranna Group Home                                                        | (094) 902 1333 |
| Audio Visual Services                                                     | (094) 902 1333 |
| An Coillin                                                                | (094) 902 1333 |
| Adult Mental Health Unit                                                  | (094) 902 1733 |
| Teach Aisling – High Support Hostel                                       | (094) 902 1333 |
| Rural Training Centre                                                     | (094) 902 1333 |
| Castlebar Training Centre                                                 | (094) 902 1333 |
| Dept. of Old Age Psychiatry, Convent, SHH and Residential Unit at the SHH | (094) 902 8464 |
| Mayo Mental Health Association<br>17 Thomas Street, Castlebar             | (094) 902 1333 |
| Mayo Mental Health Association<br>246 Aglish Estate, Castlebar            | (094) 902 1333 |
| Mayo Mental Health Association<br>17 St. Brigid's Crescent, Castlebar     | (094) 902 1333 |

**Ballina**

|                                                          |             |
|----------------------------------------------------------|-------------|
| Training Centre, Ballina                                 | (096) 71976 |
| Ballina Psychiatric Unit and Sector Headquarters         | (096) 21891 |
| Mayo Mental Health Association, 4 Castle Row             | (096) 21891 |
| Mayo Mental Health Association, 47-48 Muredach's Terrace | (096) 21891 |

**Belmullet**

|                                                |             |
|------------------------------------------------|-------------|
| Sector Headquarters in Community Care Building | (097) 81301 |
|------------------------------------------------|-------------|

**Swinford**

|                                           |                |
|-------------------------------------------|----------------|
| Swinford Treatment Centre                 | (094) 925 1102 |
| The Fairways/Aras Attracta                | ??????????     |
| Mental Health Centre, The Lodge, Swinford | (094) 925 2715 |

**Ballinrobe**

|                                                 |                |
|-------------------------------------------------|----------------|
| Ballinrobe Day Centre – <b>rented</b>           | (094) 954 1615 |
| Mayo Mental Health Association, Lough Mask Road | (094) 954 1615 |

**Claremorris**

|                                                       |                |
|-------------------------------------------------------|----------------|
| Claremorris Day Centre, <b>address</b>                | (094) 937 2230 |
| Springdale Mental Health Centre (Sector Headquarters) | (094) 937 2230 |

**Kiltimagh**

|                                                         |                |
|---------------------------------------------------------|----------------|
| O'Hara Home and 2 Group Homes <b>rented from I.R.D.</b> | (094) 938 2206 |
|---------------------------------------------------------|----------------|

**Westport**

|                                               |             |
|-----------------------------------------------|-------------|
| Westport Mental Health Centre, <b>address</b> | (098) 50142 |
| Mayo Mental Health Association, 1 Pinewoods   | (098) 50142 |

**Advocacy**

The Irish Advocacy Network exists to provide information and support for mental health service users, in order to support people speaking up for themselves and achieving empowerment to take control of their own lives.

Tel: (047) 38918 or (047) 72863

**Voluntary Bodies**

Mayo Mental Health Services have close working relationships with The Mayo Mental Health Association, Mental Health Ireland.  
Tel: (01) 284 1166

|                                  |                |
|----------------------------------|----------------|
| Aware                            | (01) 676 6166  |
| Grow                             | (094) 902 6417 |
| Phrenz                           | (091) 761 746  |
| Irish Association of Suicidology | (094) 925 0858 |

**Social Inclusion****Addiction Services**

|                                          |                |
|------------------------------------------|----------------|
| St. Mary's Hospital, Castlebar, Co. Mayo | (094) 902 1333 |
| Merlin Park Regional Hospital, Galway    | (091) 755 883  |
| Loughrea                                 | (091) 847 556  |
| Portumna                                 | (090) 975 9885 |
| Gort                                     | (091) 630 949  |
| Mountbellew                              | (090) 967 9571 |
| Tuam                                     | (093) 60474    |
| Athenry                                  | (091) 845 634  |
| Ballinasloe                              | (090) 964 6258 |

**Travellers' Health Services**

Regional Co-ordinator, 4 Windgate, Knockthomas, Castlebar, Co. Mayo.  
Tel: (094) 904 4234

## Children & Families' Services

The Social Work Team is responsible for promoting the welfare and protection of children in the area by:

- Supporting children and families who are experiencing difficulties.
- Assessing suspected and alleged child protection concerns.
- Providing alternative care for children.
- Recruiting assessing and supporting foster carers.
- Conducting domestic/inter-county adoptions and working with individuals in relation to searching and assessing reunion.

### Social Work

Ballina

Tel: (096) 21511

HSE Early Childcare Services – responsible for inspection and regulation of pre-schools and creches and for the development and for the development of Early Years Family Support Services, Tel: (094) 903 4776

### Home Management Advisory Service

St. Mary's Headquarters, Castlebar

Tel: (094) 904 2515/2269

## Disability Services

Initial contacts regarding service provision can be made through the Local Health Office.

|                                                      |               |
|------------------------------------------------------|---------------|
| Director of Disability Services, Merlin Park, Galway | (091) 775 298 |
|------------------------------------------------------|---------------|

### Learning Disability Services

|                                          |                |
|------------------------------------------|----------------|
| Aras Attracta Centre, Swinford, Co. Mayo | (094) 925 1900 |
|------------------------------------------|----------------|

### Training Centres

|                           |                |
|---------------------------|----------------|
| Castlebar Training Centre | (094) 902 1333 |
|---------------------------|----------------|

|                         |             |
|-------------------------|-------------|
| Ballina Training Centre | (096) 79176 |
|-------------------------|-------------|

|                             |                               |
|-----------------------------|-------------------------------|
| Disability Services Manager | (094) 42509 or (094) 904 2030 |
|-----------------------------|-------------------------------|

## Environmental Health

The Environmental Health Service is responsible for a wide range of services that includes Food Safety, Tobacco control, Monitoring of drinking water supplies, Special Housing Aid for Older People, as well as performing a range of services for the Local Authorities in the area.

|                                        |                |
|----------------------------------------|----------------|
| Westport Road, Castlebar (main office) | (094) 904 2119 |
|----------------------------------------|----------------|

|         |             |
|---------|-------------|
| Ballina | (096) 21511 |
|---------|-------------|

|             |                |
|-------------|----------------|
| Claremorris | (094) 936 2569 |
|-------------|----------------|

|            |                |
|------------|----------------|
| Ballinrobe | (094) 954 2278 |
|------------|----------------|

## Appeals

If you are unhappy with a decision of the HSE in relation to certain schemes or allowances, you have the right to appeal the decision. For further information contact:

General Manager

Mayo PCCC, St. Mary's Headquarters, Castlebar, Co. Mayo

Tel: (094) 904 2143

## Health Promotion

### Health Promotion Services

St. Mary's Headquarters, Westport Rd., Castlebar, Co. Mayo.

Tel: (094) 904 2266

## Freedom of Information

The HSE is covered by the Freedom of Information Act 1999, meaning that records held by the HSE can be applied for, and if a range of criteria are met, can be released to the public. Personal Information, like medical records, can ONLY be released to that person alone. To make a request for a record to be released under this Act, contact:

General Manager

Mayo PCCC, St. Mary's Headquarters, Castlebar, Co. Mayo

Tel: (094) 904 2143

