



**Cúram Sláinte
Phobail, Iarthar**
ag freastal ar Ghailimh,
Maigheo agus Ros Comáin

**Community
Healthcare West**
serving Galway, Mayo
and Roscommon

Ceannasaí na Seirbhísí Meabhairshláinte

Cúram Sláinte Phobail, Iarthar, Ceanncheathrú N. Muire,
Caisleán an Bharraigh, Co. Mhaigh Eo, F23 HP58.

T: 094 9049242 R: Mentalhealth.cho2@hse.ie

Head of Mental Health Services

Community Healthcare West, St. Mary's Headquarters,
Castlebar, Co. Mayo, F23 HP58.

Tel: 094 9049242 Email: Mentalhealth.cho2@hse.ie

cathy.kennedy@hse.ie 094 9049242

aidan.sweeney@hse.ie 094 9049241

laura.costello@hse.ie 090 6637543

01st March 2021

Deputy Peadar Tóibín
Irish Unity Centre
8 Market Square
Navan
Co. Meath

Dear Deputy Tóibín,

PQ Ref 9091/21

Question: *“To ask the Minister for Health the number of persons awaiting appointments under the National Counselling Service in County Galway; the waiting times for each service for CaPA, CIPC and counselling for former residents of mother and baby homes; and if he will make a statement on the matter”.*

The HSE National Counselling Service, established in 2000, provides counselling and psychotherapy free of charge to adults resident in the Republic of Ireland. The aim of the NCS is to support clients to improve their quality of life and reduce their psychological distress through the provision of evidence-based, professional, client centred counselling. The CH02 services offers counselling across Galway, Mayo and Roscommon.

The NCS offers a range of services including:

- Counselling and Psychotherapy for Adults who experienced childhood abuse or neglect (CaPA)
- Counselling in Primary Care (CIPC)
- Counselling for Former Residents of Mother and Baby Homes
- COVID Counselling (Established in April,2020 to support people during the pandemic)
- Eden Programme and Eden Counselling
- Cervical Counselling

The following provides the detail for the CaPA, CIPC and Mother and Baby home service for Galway Only.



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Galway Waiting List Figures:

CAPA Service:

Subsite Name	Number of Clients Waiting For Initial Assessment			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	2	0	0	0
Subsite Name	Number waiting by choice			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	1	2	9	35
Subsite Name	Number of Clients waiting ongoing			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	1	2	4	10

CIPC Service:

Subsite Name	Number of Clients Waiting For Initial Assessment			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	26	41	47	94
Subsite Name	Number of Clients Waiting by choice			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	1	2	9	35



	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	15	37	21	141
Subsite Name	Number of Clients Waiting For ongoing			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	31	46	15	2

Mother and Baby Home:

Subsite Name	Number of Clients Waiting For Initial Assessment			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	0	0	0	0
Subsite Name	Number of Clients Waiting by Choice			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	2	0	0	0
Subsite Name	Number of Clients Waiting for on going			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway *	5	0	0	0

NOTE * :With regard to the Mother and Baby home service and status awaiting on-going counselling, please note all clients have been attended to immediately, as in, contacted within the day and there are five who have been referred in the last week. The NCS, is in continuous contact with



all of these clients and the counselling will progress based on monitoring their vulnerability and their specific needs.

COVID Counselling Service: (Service setup in response to COVID19)

Subsite Name	Number of Clients Waiting For Initial Assessment			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	4	0	0	0
Subsite Name	Number of Clients Waiting by Choice			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	10	0	0	0
Subsite Name	Number of Clients Waiting for on going			
	Less Than 30 Days	Between 30 And 89 Days	Between 90 And 179 Days	180 Days Or More
Galway	28	6	0	0

With regard to the waiting times re the above, it is important to note that the following over the last year has been implemented to ensure, a more timely and efficient service is provided to the public.

Pre-screening service – offered within weeks of referral. The purpose of this, is to review the referral and ensure the client has been referred to the most appropriate service based on their needs. Along with this, it is identify supports that can be offered immediately; webinars, coping skills, link to other supports.

Initial Assessment – Based on the pre-screening and the client continuing with the service, a detailed assessment is carried out to identify what they hope to achieve from attending therapy. This ensures that a review of expectations of therapy and model of therapy are taken into consideration. The outcome of this means that they are waiting for a service that meets their expectation:





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- Short term models – mild to moderate presenting issues, development of coping skills
- Medium term models - more specialised areas of support; bereavement, suicidality
- Long term models - trauma informed models of care that focus on stabilisation, remembering and reintegration.

The above, has ensured the NCS West can provide a quality service across all the services; CaPA, CIPC, COVID counselling, Eden and Mother and Baby home, as it focuses on meeting the individual needs of the client. Along with this, it has supported the reduction of the waiting times, as clients are connected into a more appropriate service from very early on.

Finally, it is worth noting that the NCS West (CH02) service has been approved 6.5 WTE posts. These posts will start to move into the service from the 1st of March,2021. This will provide us with additional counsellors to ensure a more timely response is provided into the future.

I trust this information is of assistance to you, should you have any further queries, please contact me.

Yours sincerely,

Charlie Meehan
Head of Mental Health Services
Community Healthcare West



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