

A decorative graphic on the left side of the cover, consisting of a grid of overlapping squares in shades of light green and red. The squares are arranged in a pattern that is roughly 4 squares high and 2 squares wide, with some squares overlapping others.

HSE
Home Support Service
for Older People

Information
Booklet
&
Application
Form

2023

1. What is the Home Support Service?

The Home Support Service (previously known as Home Help Service or Home Care Package Scheme) provides help and support with everyday tasks to older people living at home. These tasks may include help with:

- getting in and out of bed
- dressing and undressing
- personal care such as showering and shaving

The HSE wishes to support you to remain in your own home for as long as possible. As part of the Home Support Service, HSE staff will, based on your Care Needs Assessment and having regard for your will and preference, consider what kind of support you might need. These supports will then be provided by HSE staff or by external service providers who have agreements with the HSE to provide this type of service on its behalf. If your Home Support is being delivered by an external provider, you will be asked to choose from a list of Approved Providers, which will be given to you by the HSE.

The HSE and its Approved Providers aim to minimise the number of Home Support staff involved in providing your Home Support. However, there may be times when a number of Home Support staff are involved, particularly due to leave arrangements and other service demands. All providers, including the HSE, also endeavour to deliver the Home Support Service at times preferred by you. It may not always be possible to facilitate all clients' preferred times when developing the agreed Schedule of Services due to the number of staff available at any one time and the care needs of their clients.

Consumer Directed Home Support (CDHS) is an approach to delivering Home Support in your home. It offers you more choice in how the service is delivered. Please see appendix on page 7 for more information. Should you wish to avail of Consumer Directed Home Support, please indicate on the Application Form.

2. Who can apply for the Home Support Service?

The service is for people aged over 65 who need help to continue living at home. Sometimes exceptions are made for those younger than 65 who may need support.

3. Where do I apply for the Home Support Service?

The HSE has 41 local Home Support Offices nationwide where you can send your completed Application Form. The address for your local office is listed on the last page of the Application Form.

4. How do I apply for the Home Support Service?

You must fill in an Application Form and send it to your local HSE Home Support Office. Staff in your local office will be glad to assist you with filling in the Application Form or answering any further questions you may have.

5. Who should fill in the Application Form?

To apply for Home Support services, you can complete the Application Form yourself or you can ask your nominated support person to assist you to complete it for you. It is important however, that you, as ***the person who needs the service, signs the Declaration and Consent Section in Part 1 of the Application Form.*** This is because we need to confirm that you want the support, that you have decided this for yourself and that your wishes are being respected in this regard.

If you have difficulty accessing information or making an informed decision then you can be supported by the Assisted Decision-Making (Capacity) Act 2015 (ADMA 2015) which commenced on 26th April 2023. This Act recognises that insofar as possible, every adult will be presumed to have capacity to make decisions for themselves, unless determined otherwise.

The commencement of the Act establishes a tiered system of decision support arrangements for people who may need help in making decisions, and provides for legally recognised decision-makers to support a person to maximise their decision-making powers.

The Decision Support Service is an independent body and has published codes of practice for decision supporters and relevant legal and healthcare professionals to provide guidance for their functions and responsibilities under the ADMA 2015.

If you are unable to apply for Home Support services yourself, your decision supporter can apply on your behalf. A decision supporter refers to a person who has been appointed as a decision-making assistant, co-decision-maker, decision-making representative, power of attorney or designated healthcare representative. The type of decision support provided depends on the relevant arrangement in place and a decision supporter may be a family member or trusted friend (decision-making assistant). Part 2 of this Application Form is where your decision supporter (if any), explains why they are making this application on your behalf. Further information available at the following link;

<https://www.hse.ie/eng/about/who/national-office-human-rights-equality-policy/assisted-decision-making-capacity-act/faqs/>

6. What do I need to include with my Application Form?

No documents are required with your Application Form.

7. Sharing of my information

It is not possible to provide care without the collection and processing of personal data. The personal details provided by you on the Application Form may be shared with HSE staff and may include external Home Support providers and their staff who provide Home Support services on behalf of the HSE. We use this data to coordinate the provision of home care services to you.

To comply with Data Protection legislation, the HSE wishes to advise that information supplied in the Application Form may be recorded electronically.

The Care Needs Assessment and other relevant Home Support documentation, including personal data and details relating to your nominated support person / decision supporter may be shared with relevant health professionals, which may include external approved Home Support providers and their staff. Your information may also be shared with your nominated support person / decision supporter (with your consent) in relation to the delivery of your Home Support service.

Your personal records are secured in line with the HSE's Information Security Policies, which are aligned to industry best practice. All staff working for the HSE and those providing services on behalf of the HSE, have a legal duty to keep information about you confidential and staff are trained to ensure data is kept secure.

8. Can I apply for the Home Support Service while I am in a hospital or a nursing home?

Yes. If you are in hospital, you (or your nominated support person / decision supporter) should ask the person dealing with your Discharge Plan for a Home Support Application Form. This person might be a nurse, a discharge coordinator or a social worker. They will assist you in completing the Application Form and will send it to your local HSE Home Support Office for processing. Submitting the Application Form as soon as possible during your hospital stay may help avoid delays in your discharge home from hospital.

9. What happens after I submit the Application Form?

After the HSE receives your completed Application Form, the HSE will arrange to assess what kind of support you might need. This is called a Care Needs Assessment (see Question 10).

10. What is a Care Needs Assessment?

During the Care Needs Assessment, a staff member such as a public health nurse, physiotherapist or occupational therapist will find out what support you need. This assessment is undertaken to make sure that you get the right support in the right place - this might be in your home, in a hospital or in some cases, in a nursing home. During the assessment, we will look at your care needs including:

- your ability to carry out the activities of daily living i.e. bathing, dressing, shopping and moving around
- any medical, health and other support services being provided to you
- your family, social and community supports
- your wishes and preferences
- the areas of your life where you need support

Following your assessment, the HSE will then consider your application for a Home Support Service. You will be informed in writing of the decision on what supports you need at that time and if you are approved for the consumer directed approach (if you have chosen that option) (see Appendix titled “Consumer Directed Home Support” at the end of this information booklet and Application Form). The HSE Home Support Service aims to assist and support people to remain at home and support informal carers. The service does not replace informal care. It is not possible to deliver 24-hour care to individual clients in their own homes, as funding available for the Home Support Service is limited.

If you are approved for a Home Support Service based on an assessment of your needs undertaken while you are in hospital, the support provided will be on an interim basis to enable you to return home. Your needs will be re-assessed within a short period of you returning home and the level of Home Support may be adjusted to support your re-assessed needs.

11. What can I do if I am not satisfied with the decision about my Home Support Service Application?

If you are not satisfied with the HSE’s decision on your Home Support following your Care Needs Assessment, you can write to the Home Support Office in your area within 20 days of receiving the decision. Please include the reasons why you are not satisfied with the decision. An impartial review of the decision will be undertaken and you will be informed of the outcome of this review.

12. Will my income be assessed?

No. Your application for the Home Support Service is assessed on your care needs as identified by health professionals.

13. Do I have to pay for the Home Support Service?

No. HSE funded Home Support is non-chargeable under existing government policy. However, if you arrange other Home Supports, above the levels funded by the HSE, you will have to pay for these extra supports.

14. What happens if my circumstances change while I am receiving the Home Support Service?

If your circumstances change in any way that affects your need for Home Support, you or your nominated support person/ decision supporter acting on your behalf, must notify the local HSE Home Support Office by phone, email or letter. Examples of changed circumstances include:

- improved independence as you recuperate after a time of being unwell
- admission to hospital
- availing of respite care in a hospital or nursing home
- temporary stay with your family or relatives in their home

From time to time, the HSE will review the Home Support Service you are receiving and, depending on your care needs, may increase or decrease the supports you are receiving or the supports may remain the same.

15. How can I make a comment or complaint about the Home Support Service?

You have the right to complain if you are not satisfied about something we have done. If you have a complaint, a comment or wish to complement our work, you can use the following options:

- **In Person:** Talk to any member of HSE staff, service manager or complaints officer
- **Online Form:** Send your complaint securely through the online feedback form which is available on www.hse.ie/eng/services/yourhealthservice/feedback/complaint
- **By Email:** Email yoursay@hse.ie with your feedback
- **By Letter:** Send a letter or fax to your local Home Support Office. Staff can help you put your complaint in writing, if you require assistance
- **By Feedback form:** Complete a Feedback form, available at most HSE reception areas, and leave it in the identified areas provided by the local service you are using or visiting. You may also give it to a member of staff or ask a staff member for an address. The form is also available online in 9 languages on www.hse.ie/eng/services/yourhealthservice/feedback/complaint
- **Ring us:** LoCall 1890 424 555: Your call will be answered by a staff member from the National Complaints Governance and Learning Team

If some, or all, of your Home Support services are being provided by an external service provider and you are not satisfied with the service, please contact the service provider first. If you wish, you may then make your complaint to the HSE using any one of the options outlined above.

APPENDIX – Consumer Directed Home Support (CDHS)

1. What is Consumer Directed Home Support (CDHS)?

If you are approved for a Home Support Service and HSE staff are not available to deliver the service, then an external provider, who has been approved by the HSE, will deliver the Home Support to you. The HSE can arrange this service with an Approved Provider on your behalf. Alternatively, you can apply to be considered for CDHS. The CDHS approach will facilitate you to deal directly with the HSE Approved Provider(s) of your choice and to arrange days and times of service delivery. If you apply for, and are approved for this approach, the HSE will give you a letter approving a weekly amount of funding which you can use to arrange Home Support from your choice of provider(s) approved by the HSE.

The number of hours of Home Support delivered by your chosen provider depends on the rates charged by the provider and the days and times you choose to have your care delivered. Your provider will advise you of their rates when you are agreeing your Care Plan with them. Providers are not permitted to charge rates for services, or any other fees or charges, that are higher than (or in addition to) what they have agreed with the HSE.

2. How do I apply for Consumer Directed Home Support?

See Question 2 to Question 10 as this information applies to all applications for Home Support. The standard Application Form must be completed and returned to the local HSE Home Support Office. If you would like to be considered for CDHS, you need to indicate your wish on the Application Form. A Care Needs Assessment will be completed (see Question 10).

You will be informed in writing of any supports being approved based on your Care Needs Assessment and if you are approved for the Consumer Directed approach.

3. What are my (and my family carer and/or nominated support person/decision supporter) responsibilities if I am approved for Consumer Directed Home Support?

Your responsibilities, if you are approved for Consumer Directed Home Support, are:

- To utilise the funding approved by the HSE for Home Support for personal care and essential household duties, respite care, companionship or other specific services which are essential to you remaining at home and maximising your ability to live as independently as possible
- To prioritise specific requirements, identified by the HSE Care Needs

Assessment, in the arrangements with your chosen service provider so that the HSE and you are satisfied you are receiving these important personal or time specific requirements

- To use only Home Support providers approved by the HSE - payment will not be made to providers who are not HSE approved (the HSE will provide you with a list of Approved Providers)
- To make arrangements directly with your chosen provider to agree a schedule of services, Care Plan and days and times of service delivery. Before you decide which provider to use, you may wish to discuss your requirements (days and times of service delivery) with a number of providers so that you can compare the services that they are able to provide
- To agree with your provider how any changes to the agreed arrangements are to be managed e.g. how much notice does the provider need if you want to rearrange days and times of service delivery
- To assure yourself, prior to signing any schedule of services, that you are satisfied with the service being offered by your chosen provider. If you subsequently become dissatisfied with the service being delivered, you should discuss your concerns with your provider. In the event that you are not satisfied with their response, you can submit a complaint to the HSE (see Question 21)
- To sign the schedule of services/Home Support Care Plan to confirm agreement with the provider
- To certify that the Home Support service has been provided as agreed or to identify any gaps in service delivery to enable the HSE to pay the provider's invoice correctly. The HSE will check that the invoiced rates are not in excess of the rates agreed with the individual provider
- To advise the HSE of any delays in the commencement of your Home Support once approved
- To advise the HSE local Home Support Office if any concerns arise in relation to delivery or quality of Home Support
- To advise the HSE immediately if the full value of services approved are not being utilised/not needed/not provided each week. Any hours unused by you cannot be banked or held over for use at another time. The HSE does not pay the provider for hours that are not delivered to you
- If you stop the service for any reason, you must advise the HSE so the HSE can assist you in re-arranging services if you need such assistance
- To advise the HSE local Home Support Office immediately if your circumstances change such as admission to residential or acute care or

where the Home Support service is ceased/suspended

- To notify the HSE immediately if your Home Support service is no longer required

4. What are my Home Support Provider's responsibilities if I am approved for Consumer Directed Home Support?

Your Provider has the following responsibilities when Home Support is approved under a Consumer Directed approach:

- To advise the HSE immediately of the following:
 - If there appears to be a lack of full understanding of the choices you make with regard to services to be provided and/or days and times of service delivery
 - If care is refused or episodes of care are regularly curtailed
 - If there is a change in your circumstances such as admission to residential or acute care or where the Home Support service is ceased/suspended or care is stopped unexpectedly
- If a serious complaint is made regarding the Consumer Directed approach and it cannot be resolved between you and your provide
- If there is an unreasonable delay to the commencement of the Home Support service once the service has been approved
- If the full value of services approved are not being utilised or not needed each week or if the service is no longer required
- To provide you and your family carer with documentation explaining how the monetary value of the HSE's approval for a service is converted to hours of service. This is having regard to the rates agreed with the HSE or such lower rates as the provider may determine with you. The provider is responsible for ensuring that the rates charged do not exceed HSE agreed rates, and the provider must not charge fees or other charges for HSE funded services
- To invoice the HSE only for the actual service delivered to, and certified by you, and within the monetary value approved by the HSE
- To provide you with services that fall within the scope of the tendered services i.e. personal care and essential household duties relating to you, respite care, companionship or other specific services that are essential to maintaining you at home and maximising your ability to live as independently as possible. The delivery of the service should support you

to undertake tasks where possible rather than to do the tasks on your behalf

- To prioritise specific requirements, identified by the HSE assessment, in the arrangements with you and your family carer
- To agree days and times of service delivery with you and your family carer
- To agree with you and your family carer how changes to the agreed arrangements are to be managed (any such changes must comply with HSE Service Arrangements)
- To sign a schedule of services/Home Support Care Plan to confirm agreement and provide a copy to the HSE clearly showing your name, address and date of birth, date agreement was made with you, hours of service you will receive and cost of the service within HSE approved monetary value per week
- To certify that the Home Support service has been provided as agreed and/or to identify any gaps in service delivery in order to enable the HSE to pay the provider invoice correctly
- To be aware that you may opt out of the Consumer Directed approach or may become unsuitable for Consumer Directed approach over time as your circumstances change
- To not engage in direct marketing of their services (including soliciting, junk mail, cold calling or door stepping) to those in receipt of a Home Support service. This is to ensure the protection of vulnerable adults
- To ensure that the implementation of the consumer directed approach does not lead to adverse medical, physical or social risks for you
- To identify to the HSE if any concerns arise in relation to the delivery of HSE funded Home Support

5. What are the responsibilities of the HSE if I wish to avail of/am approved for Consumer Directed Home Support?

The HSE has the following responsibilities in arranging Consumer Directed Home Support:

- To consider the Consumer Directed approach to Home Support service delivery as part of your overall assessment where HSE direct services are not available and where you indicate a wish to avail of this option
- To provide information on the Consumer Directed approach to you and/or your family carer

- To make contact promptly with you in any of the following circumstances:
 - If there appears to be a lack of full understanding of the choices you make and responsibilities being assumed
 - If Home Support is not arranged by you with your chosen provider within a reasonable time following HSE approval (you are to advise the HSE of any delays). The HSE will contact you if they have not received the Home Support documentation showing the schedule of services agreed between you and your chosen provider. This documentation is to be submitted by your provider within 2 weeks of HSE approval
 - If you refuse care or regularly curtail episodes of care, the HSE will need to understand why and to consider if other arrangements are more suitable for delivering your Home Support or if alternative care arrangements need to be considered
- To implement HSE complaints procedures if a serious complaint is made regarding consumer directed approach and it cannot be resolved between you and your provider
- To pay the provider for the services delivered as invoiced by the provider and certified by you, and within the terms of the HSE's arrangements with the provider
- To implement the processes set out in relation to the Consumer Directed approach to Home Support delivery

6. Can I choose to move from CDHS and avail of the traditional model of Home Support if I wish or if my circumstances change?

Yes. You will be facilitated to move from CDHS and avail of the traditional model of Home Support if you wish or if your circumstances change. Please advise the HSE and your Home Support Provider of this. A period of notice will be required to ensure continuity of care.

If you decide not to apply for Consumer Directed Home Support in your application, you can ask the HSE at any time to consider you for this approach to the delivery of your service

Home Support Service

Application Form

Form HSS 01

You can use this Application Form to apply for the Home Support Service. Home Support provided by the HSE aims to help an older person to be cared for in their own home. Completed Application Forms should be returned to your local HSE Home Support Office. Staff in that office can also help you to complete your application. Contact details for HSE Home Support Offices are provided on the last page of this form. Before completing this Application Form, you can read more detailed information on the service in the Home Support Service Information Booklet.

Part 1 - Your Details - Please use BLOCK Capitals

| | | | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|------------------------------|---|---|------------------------------------|--|------|--------------------------|--------|--------------------------|
| NAME OF APPLICANT: | | | | | | | | | | | | | | | |
| Home Address: | | | | | | | | | | | | | | | |
| Eircode: | | | | | | | | | | | | | | | |
| Date of Birth: | | D | D | M | M | Y | Y | Y | Y | Gender: | | Male | <input type="checkbox"/> | Female | <input type="checkbox"/> |
| Daytime phone number | | | | | | | | | | Mobile or alternative phone number | | | | | |
| GP NAME: | | | | | | | PUBLIC HEALTH NURSE NAME: | | | | | | | | |
| Address: | | | | | | | Address: | | | | | | | | |
| Telephone Number: | | | | | | | Telephone Number (If known): | | | | | | | | |
| IF LIVING WITH RELATIVES/IN A HOSPITAL/NURSING HOME, STATE CURRENT ADDRESS: | | | | | | | | | | | | | | | |
| IF IN A HOSPITAL/NURSING HOME, PLEASE ALSO COMPLETE THE FOLLOWING: | | | | | | | | | | | | | | | |
| 1. Name of Ward/Unit: | | | | | | | | | | | | | | | |
| 2. Date of admission: | | | | | | | | | | | | | | | |
| 3. Expected date of discharge: | | | | | | | | | | | | | | | |
| 4. Medical Record Number: | | | | | | | | | | | | | | | |

FAMILY/INFORMAL SUPPORT CONTACT DETAIL (someone nominated by you to assist):* *Not Mandatory to complete*

| | | | | | | | | | | | | | |
|-----------------------------|--|--|--|--|--|--|----------------------------|--|--|--|--|--|--|
| FAMILY MEMBER CONTACT NAME: | | | | | | | Relationship to Applicant: | | | | | | |
| Address: | | | | | | | | | | | | | |
| Eircode: | | | | | | | | | | | | | |
| Telephone Number: | | | | | | | | | | | | | |

Name and contact number of the person who will help you make arrangements for your Home Support:

| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Relationship to Applicant: | | | | | | | | | | | | | |
| Do you want your personal details shared (Care Needs Assessment/Home Support Care Plan) shared with your nominated contact person about your Home Support service? Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | | | | | | | | | | |

Department of Social Protection Supports

| | | |
|--|------------------------------|-----------------------------|
| Is Carers Allowance/Carers Benefit/Respite Care grant currently being paid to someone to care for you? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| If Yes, please state what type of payment(s)? | | |
| Does the person live with you at your current address? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If no allowance is being paid, it may be that your family carer should apply for one of these supports. More information is available from your local Department of Social Protection, Social Welfare Office. Contact details are available on www.welfare.ie

Declaration and Consent

I wish to apply for the Home Support Service. I understand that this application is for support in my home and if my assessed needs can be met from other community services e.g. Day Care, Meals on Wheels etc. then I may not receive Home Support at this time.

Signed: _____ Date: _____

1. Personal details may be shared by HSE staff and may include external Home Support providers and their staff who provide services on behalf of the HSE. We use this data to coordinate the provision of home care services to you.
2. Personal details provided by a family member/informal nominated support person/ decision supporter in completion of the Application Form may be shared with HSE staff and may include external Home Support providers and their staff who provide services on behalf of the HSE. We use this data to assist in coordinating the provision of home care services to you.
3. External Home Support providers are bound by the HSE via confidentiality agreements and service level arrangements, and are obliged to keep personal data secure, and to use it only for the purposes specified by the HSE.
4. The HSE's legal basis for processing of personal data is as follows:

The processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller; for the HSE this official authority is vested in us through the Health Act 2004 (as amended). The processing is necessary in order to protect the vital interests of the person. This would apply in situations where we share your personal data with health care personnel of the HSE and external Home Support providers and their staff that provide a service on behalf of the HSE.

5. This information is kept by the HSE for as long as necessary. Records are maintained in the line with recommendations of the HSE retention policy, which can be found at <https://www.hse.ie/eng/gdpr/data-protection-covid-19/record-retention-policy-2013.pdf>

The HSE Privacy Notice for Patients and Service Users is available from your local Home Support Office or on <https://www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-privacynotice-service-users.pdf>

6. I am aware that I must report to the HSE, immediately, any changes in my circumstances which may affect my Home Support Service, i.e. admission to hospital, availing of respite care, a period away from home to stay with family members or if I am able to manage at home without supports.
7. I have read and understand the information relating to Consumer Directed Home Support (CDHS). If HSE staff are not available to deliver my Home Support, and if I meet the criteria for CDHS, I wish to avail of this approach to the delivery of my Home Support.

Yes

No

8. The content of the Care Needs Assessment report and other relevant Home Support documentation including personal details or details of nominated support person /decision supporter provided in this Application Form may be provided to, or shared with, relevant health professionals and external Home Support providers and their staff, if required.
9. As part of this application, I confirm that I have read Page 4 & 5 of the Information Booklet which explains what is involved in a Care Needs Assessment, and I give consent for the HSE to make arrangements for a Care Needs Assessment to be undertaken.
10. I confirm that I have read and understand this Application Form. I have read the statement above and I confirm that the information given by me on this Application Form is correct to the best of my knowledge and belief.

Signed: _____

Date: _____

Part 2 – To be completed only where the person who may need Home Support is unable to make this application him/herself

I, _____ hereby wish to apply for / refer
 _____ for Home Support as it appears he / she may need Home Support
 in order to remain at home; he / she wishes to remain at home and is unable to make the application on his / her own behalf
 due to _____

I can confirm that I am a nominated decision supporter as outlined hereunder;

- Nominated Support Person (informal arrangement)
- Decision-Making Assistant
- Co-Decision-Maker (form to be signed by both parties)
- Decision-Making Representative*
- Enduring Power of Attorney*
- Designated Healthcare Representative*

** These arrangements are formal arrangements, made via the courts and registered with the Decision Support Service.*

I have discussed the application with him/her and I have informed them that this application is being made on their behalf.

1. Personal information provided below may be shared with HSE staff, and may include external Home Support providers and their staff who provide services on behalf of the HSE. This information may be used in conjunction with the Home Support Application for the applicant.
2. External Home Support providers and their staff are bound by the HSE via confidentiality agreements and are obliged to keep personal data secure, and to use it only for the purposes specified by the HSE.
3. The HSE's legal basis for processing of personal data is as follows:

The processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller; for the HSE this official authority is vested in us through the Health Act 2004 (as amended).

The processing is necessary in order to protect the vital interests of the person. This would apply in situations where we share your personal data with health care personnel of the HSE and Home Support providers and their staff that provide a service on behalf of the HSE to the applicant.

4. This information is kept by the HSE for as long as necessary. Records are maintained in the line with recommendations of the HSE retention policy, which can be found at <https://www.hse.ie/eng/gdpr/data-protection-covid-19/record-retention-policy-2013.pdf>
5. The HSE Privacy Notice for Patients and Service Users is available from the local HSE Home Support Office or on <https://www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-privacynotice-service-users.pdf>

Signed: _____ Date: _____

| | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|--------------|--|--|--|--|--|--|--|--|--|--|--|
| Name of person applying on behalf of client (in BLOCK Capitals) | | | | | | | | | | | | | | | | | | | | |
| Address: | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |
| Eircode: | | | | | | | | | | | | | | | | | | | | |
| Date | D | D | M | M | Y | Y | Y | Y | Phone Number | | | | | | | | | | | |
| If this application is being made by anyone other than the client or his/her representative, please tick the appropriate box below: | | | | | | | | | | | | | | | | | | | | |

A note for Healthcare Professionals:

In circumstances where the healthcare professional has:

- a) Established a lack of capacity (including a lack of capacity to consent to the sharing of information and/or to a Care Needs Assessment) and has
- b) Established the application is the “will and preference” ” of the applicant, please keep a record in your clinical notes of how you reached your conclusion.

SOURCE OF REFERRAL (PLEASE TICK – identifying where applicant is resident on date of application)

- Community
 Acute Hospital
 Other (specify)

| | | | | | | | | | | | | |
|------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Name of Location | | | | | | | | | | | | |
| Date | | | | | | | | | | | | |

Completed Application Forms should be sent to the local HSE Home Support Office. Staff in that office can also assist you in completing the application.

Home Support Offices – Local Health Offices

| Local Health Office | Home Support Office Address | Local Health Office | Home Support Office |
|--------------------------------------|--|----------------------------|--|
| Cavan | Home Support Service, Services for Older People, HSE, Community Care, Lisdarn Community Services Building, Cavan Hospital Complex, Co. Cavan Tel : 049-4373131 / 049-4373141 / 049-4373142 / 049-4373197 | Leitrim | Home Support Service, Services for Older People, HSE, Leitrim Road, Carrick-on-Shannon, Co. Leitrim Tel: 071-9650340 / 071-9650315 |
| Carlow / Kilkenny | Carlow: Home Support Service, Services for Older People, HSE, Community Services, St. Dymphna's Hospital, Athy Road, Carlow. 059 9178016/ 059 9178065. Kilkenny: Home Support Service, Services for Older People, HSE, Community Services, James' Green, Kilkenny Tel: 056-7784647/ 056 7784745 | Laois | Home Support Service, Services for Older People, HSE, C/O St Vincent's Community Nursing Unit, Mountmellick, Co. Laois Tel: 057-9359575 / 0579359576 / 057-9359578 |
| Clare | Home Support Service, Services for Older People, HSE, St. Joseph's Hospital, Lifford Road, Ennis, Co. Clare Tel: 065-6863858 / 065-6863859 / 065-6863812 | Limerick | Limerick City: Home Support Office, 2nd Floor, Roselawn House, National Technology Park, Castletroy, Limerick. V94 6K65. Tel: 061 492 132 / 061 492 131 / 061 492 129 Kilmallock: Home Support Office, Primary Care Centre, Kilmallock Business Park, Co. Limerick. V35 K389. Tel: 063 369 28 Newcastle West: Home Support Office, Newcastle West Health Centre, Gortboy, Newcastle West, Co.Limerick. V42AN23. Tel: 069 665 96 |
| Cork - North Cork / North Lee | Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Tel: 021-4923959 | Longford | Home Support Service, Services for Older People, Unit 20, Daingean Hall, N4 Axis Centre, Battery Road, Co. Longford Tel: 043-3339780 / 043-3339781 |
| Cork - South Lee / West Cork | Home Support Service, Services for Older People, HSE, Room 52, Floor 1, Block 8, St. Finbarr's Hospital, Douglas Road, Cork Tel: 021-4923864 | Louth | Home Support Service, Services for Older People, HSE, Oriel Suite, St Brigid's Campus, Kell's Road, Ardee, Co. Louth Tel: 041-6859200 |
| Donegal | 1st Floor, St. Conal's Hospital, Letterkenny, Co. Donegal Tel: 074 9104775 | Mayo | Home Support Service, Services for Older People, HSE, St. Mary's H.Q., Castlebar, Co. Mayo Tel: 094-9049177 |
| Dublin North | Home Support Service, Services for Older People, HSE, Fujitsu House, Unit 100, 1st Floor, Lakeshore Drive, Airside Business Park, Swords, Co. Dublin Tel: 01-8953760 | Meath | Home Support Service, Services for Older People, HSE, Floor 1, Beechmount Shopping Centre, Trim Road, Navan, Co. Meath Tel: 046-9037778 / 046-9037781 / 046-9037782 |
| Dublin North Central | Home Support Service, Services for Older People, HSE, Ground Floor, Unit 4 & 5, Nexus Building, Block 6A, Blanchardstown Corporate Park, Dublin 15 Tel: 01-7785602 / 01-7785607 / 01-7785606 | Monaghan | Home Support Service, Services for Older People, HSE, Primary Care Services, Rooskey, Co. Monaghan Tel: 046-9037778 / 046-9037781 / 046-9037782 |
| Dublin North West | Home Support Service, Services for Older People, HSE, Ground Floor, Unit 4 & 5, Nexus Building, Block 6A, Blanchardstown Corporate Park, Dublin 15 Tel: 01-8975170/ 01-8975184 / 01-8975122 / 01-8975151 | Offaly | Home Support Service, Services for Older People, HSE, Beside Riada House, Arden Road, Tullamore, Co. Offaly Tel: 057-9359700 / 057-9359701 / 057-9359702 Birr Office Tel: 057-9125857 |
| Dublin South City | Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214718 | Roscommon | Home Support Service, Services for Older People, HSE, Government Buildings, Convent Road, Co. Roscommon Tel: 090-6637520 / 090-6637522 |
| Dublin South East | Home Support Service, Services for Older People, HSE, Vergemount Hall, Clonskeagh, Dublin 6 Tel: 01-2680570 | Sligo | Home Support Service, Services for Older People, HSE, Markievicz House, Barrack Street, Co Sligo Tel: 071-9321080 / 071-9321082 / 071-9321018 / 071-9321079 |
| Dublin South West | Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214718 | North Tipperary | Nenagh: Home Support Service, Services for Older People, HSE, Health Centre, Tyone, Nenagh, Co. Tipperary Tel: 067-46440 / 067-46452 / 067-46462 Thurles: Thurles Primary Care Centre, 22A Mitchel Street, Thurles, Co Tipperary. Eircode: E41 K4C2. Tel: 0504 258 86 / 0504 258 85 |
| Dublin West | Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214718 | South Tipperary- | Home Support Service, Services for Older People, HSE, Clonmel Community Care Centre, Western Road, Clonmel, Co. Tipperary Tel: 052-6177258 Cahir/Cashel: 062 27961 Tipperary town/Dundrum: 062 27931 Carrick on Suir/Slieve Ardagh: 062 27932 |
| Dun Laoghaire | Home Support Service, Services for Older People, HSE, Dun Laoghaire Local Health Office, Tivoli Road, Dun Laoghaire, Co. Dublin Tel: 01-2365200 | Waterford | Home Support Service, Services for Older People, Waterford Residential Care Centre, Johns Hill, Waterford. Tel: 051-848936 , Tel: 051-847279 , Tel : 051 848940 |
| Galway | Home Support Service, Services for Older People, HSE, Lá Nua, Castlepark Road, Ballybane, Co. Galway Tel: 091-748474 / 091-546062 / 091-546353 | Westmeath | Home Support Service, Services for Older People, HSE, Health Centre, Old Longford Road, Mullingar, Co. Westmeath Tel: 044-9395082 / 044-9395021 \ 044-9395006 |
| Kerry | Home Support Service, Services for Older People, HSE, Rathass Health Centre, Rathass, Tralee, Co. Kerry Tel: 066-7184555 | Wexford | Home Support Service, Services for Older People, HSE, Community Services, Slaney House, Newtown Road, Wexford Tel: 053 9160262 Tel: 053 9160265 Home Support Services, Healthy Living Centre New Ross : Tel 053 440 285 |

Home Support Offices – Local Health Offices

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| <p>Kildare / West Wicklow</p> | <p>Home Support Service, Services for Older People, HSE, Junction House, Kilnamanagh-Tymon Primary Care Centre, Airton Road, Tallaght, Dublin 24 Tel: 01-9214718</p> | <p>Wicklow</p> | <p>Home Support Service, Services for Older People, HSE, Block B, Civic Centre, Bray, Co. Wicklow Tel: 01-2744200</p> |
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