

# Clare Homelessness Alliance

## Directory of Services





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## ***Introduction***

The Clare Homelessness Alliance (CHA) was set up in January, 2012. The membership of the CHA comprises representatives from the Society of Saint Vincent de Paul, the Health Service Executive (HSE), the Department of Social Protection, Clarecare, An Garda Síochána, Mid-West Simon Community, Clare Probation Services, Clare Haven Services, Kilrush and Ennis Town Councils and Clare County Council. Meetings of the CHA are chaired by Councillor Patricia McCarthy, who also chairs the Housing, Social and Cultural Strategic Policy Committee of Clare County Council.

The CHA provides a forum for the sharing of information and development of awareness of issues and services impacting on the homeless. It also promotes best practice in service delivery and provides essential links between service providers.

This Directory is published by the CHA. It sets out information in relation to services and supports available to homeless persons, including necessary contact details.

## 1. Clare County Council – Homelessness Unit

<b>Services Provided</b>	<b>Contact Details</b>
<p><b>Homelessness Clinics</b></p> <ul style="list-style-type: none"><li>• Provide a full range of financial supports, i.e. basic social welfare payments, exceptional needs payments, rent supplement payments, and also provide a comprehensive information, referral and advocacy service</li><li>• Provide financial assistance towards emergency B&amp;B accommodation</li><li>• Make referrals to Laurel Lodge Hostel for men</li></ul> <ul style="list-style-type: none"><li>• Assist with Housing Applications</li><li>• Carry out Housing Assessments</li><li>• Maintain list of available private and voluntary accommodation for rent</li><li>• Tenancy sustainment</li></ul>	<p><u>Name:</u> Patsy Queally Margaret Coffey</p> <p><u>Address:</u> Dept of Social Protection Sandfield Centre, Ennis</p> <p><u>Phone:</u> 065 6846533</p> <p><u>Email:</u> <a href="mailto:patsy.queally@welfare.ie">patsy.queally@welfare.ie</a> <a href="mailto:margaret.coffey@welfare.ie">margaret.coffey@welfare.ie</a></p> <p><u>Name:</u> Anne Hehir</p> <p><u>Address:</u> Clare County Council New Road, Ennis</p> <p><u>Phone:</u> 065 6846291</p> <p><u>Email:</u> <a href="mailto:ahehir@clarecoco.ie">ahehir@clarecoco.ie</a></p>

## 2. Clare Haven Services

<b>Services Provided</b>	<b>Contact Details</b>
<ul style="list-style-type: none"><li>• 6 unit emergency refuge accommodation for women and children</li><li>• 2 transitional houses</li><li>• 24 hour confidential helpline</li><li>• Outreach clinics in the following areas:<ul style="list-style-type: none"><li>○ Ennis (Monday to Friday 9am – 5pm)</li><li>○ Shannon (each Monday in the Health Centre)</li><li>○ Kilrush (each Thursday in the Health Centre)</li><li>○ Killaloe (fortnightly, every second Tuesday) in the Family Resource Centre)</li><li>○ Scarriff (fortnightly, every second Tuesday in the Health Centre)</li></ul></li><li>• Court accompaniment</li><li>• Advocacy and accompaniment to other services such as social welfare, housing etc.</li><li>• Child counselling through the medium of play</li><li>• Insights Personal Development course</li><li>• Training on Understanding and Responding to Domestic Abuse</li></ul> <p>Referrals are accepted from professional front-line services such as the Gardaí, HSE Social Work, HSE Mental Health Services, GPs, other refuges etc. Women may also self-refer.</p> <p>Once a referral is made an Initial Assessment is carried out with the woman to firstly determine her and her children’s safety, her primary reason for seeking refuge (to ensure it is domestic abuse) and some personal details such as her address, number of children, who the abuser is etc.</p>	<p><u>Name:</u> Denise Dunne</p> <p><u>Address:</u> Clare Haven Gort Road, Ennis</p> <p><u>Phone:</u> <u>Refuge:</u> 065 6849777 <u>Outreach:</u> 065 6842646 <u>24 hour Helpline:</u> 065 6822435</p> <p><u>Email:</u> <a href="mailto:manager@clarehaven.ie">manager@clarehaven.ie</a></p>

## **2. Clare Haven Services (contd.)**

<b>Services Provided</b>	<b>Contact Details</b>
<p>If the refuge is full and cannot accommodate the woman and her children, Clare Haven will endeavour to find alternative refuge accommodation firstly in Galway or Limerick, or if needed, further afield.</p> <p><b><u>Outreach clinics:</u></b> Referrals are accepted from professional front-line services such as the Gardaí, HSE Social Work, HSE Mental Health Services, GPs, other refuges etc. Women may also self-refer. Due to the demand for services, outreach in Shannon, Kilrush, Killaloe and Scarriff are by appointment only. Women can drop into the Ennis outreach centre in the Gort Road Business Park.</p> <p><b><u>Court accompaniment:</u></b> Court accompaniment is provided for clients of Clare Haven Services, or in some cases, clients from other refuges who have to attend court in Ennis.</p> <p><b><u>Child counselling through the medium of play:</u></b> This service is restricted to referrals from Clare Haven Support Workers.</p>	

### **3. Society of Saint Vincent de Paul – Laurel Lodge Accommodation Centre**

<b>Services Provided</b>	<b>Contact Details</b>
<p>Accommodation services provided include:</p> <ul style="list-style-type: none"><li>• A 13-bed emergency accommodation facility open every day of the year</li><li>• Supported housing in a variety of sites in Ennis town</li><li>• Twelve two-bed social housing units in Ennis</li></ul> <p>Other services provided include:</p> <ul style="list-style-type: none"><li>• Meals to those who would otherwise have none</li><li>• Information service</li><li>• Comprehensive care planning and support packages</li><li>• Counselling services</li><li>• Life skills training</li><li>• Art therapy</li><li>• Accommodation clinic</li><li>• Outreach/Tenancy support</li><li>• Links with a variety of support agencies</li><li>• Personal care support</li></ul>	<p><u>Address:</u> Laurel Lodge Hostel Clare Road Ennis</p> <p><u>Phone:</u> 065 6828005</p> <p><u>Email:</u> <a href="mailto:info.laurellodge@gmail.com">info.laurellodge@gmail.com</a></p>



#### **4. Mid-West Simon Community**

<b>Services Provided</b>	<b>Contact Details</b>
<ul style="list-style-type: none"><li>• Simon Housing - moving people out of homelessness and into independent living</li><li>• Tenancy sustainment &amp; appropriate tailored support services based on Client needs assessments</li><li>• Outreach Support</li><li>• A rolling programme for Service Users including life skills training and training to assist access to education, training &amp; employment</li><li>• Service user participation programme</li><li>• Planned new developments across the region</li><li>• Part Time Volunteer programme</li><li>• Campaigns, advocacy and social policy</li><li>• Charity Shop &amp; Information Centre based in Ennis, Co. Clare</li></ul>	<p><u>Name:</u> Ian Culhane</p> <p><u>Address:</u> No. 1 Lower Shannon St Limerick</p> <p><u>Phone:</u> 061 608980</p> <p><u>Email:</u> <a href="mailto:admin@midwestsimon.ie">admin@midwestsimon.ie</a></p>

## 5. Clarecare

<b>Services Provided</b>	<b>Contact Details</b>
<p>Clarecare provide a duty system for the general public from 9.30am-12.30pm. Duty is covered in rotation by Clarecare staff.</p> <p>Clarecare Family Support Services provide a range of professional, county wide services, through individual support and group programmes. Among the services provided are parenting support groups, summer programmes, support for young people leaving care (aftercare service), support for parents whose children are in care (advocacy service), the Springboard Project and Clarecare’s Family Therapy Service.</p> <ul style="list-style-type: none"><li>• Parent’s Support Groups providing ideas on managing your child and teenager’s behaviour.</li><li>• Springboard provides a range of family support services to families living in the RAPID area of Ennis.</li><li>• Older Persons Services provide a range of support services including Social Worker, Day Centres, Helpline, Counselling and Advocacy for older people.</li><li>• Home Help which helps older people to cope and maintain their independence locally.</li></ul>	<p><u>Address:</u> Harmony Row Ennis 9.30 am – 5.00 pm</p> <p><u>Phone:</u> 065 6828178</p> <p><u>Email:</u> <a href="mailto:info@clarecare.ie">info@clarecare.ie</a></p> <p><u>Web:</u> <a href="http://www.clarecare.ie">www.clarecare.ie</a></p>

**5. Clarecare (contd.)**

<b><i>Services Provided</i></b>	<b><i>Contact Details</i></b>
<ul style="list-style-type: none"><li>• Additional Support Services includes Citizens Information Centre, Community Development and Volunteering, “Drop In” Service, Thrift Shops and Holiday Homes.</li><li>• Therapeutic Services including Counselling Service and Bushypark Residential Addiction Treatment Centre.</li></ul>	

## 6. HSE - Clare Mental Health Services

<b>Services Provided</b>	<b>Contact Details</b>
<p>This is an acute and community mental health service for adults. For the purpose of delivery of services, the service is divided into 4 sectors: North, South, East and West, with a day hospital attached to each sector. Referrals are generally made by the person's G.P. to the day hospital, which is the sector headquarters. In addition, the service has an older adult mental health team and a community rehabilitation and recovery team.</p> <p>East sector comprises a multidisciplinary team of psychiatrists, nurses, social worker, occupational therapist, clinical psychologist.</p> <p>With each new referral, a comprehensive mental health assessment is undertaken. Part of the assessment includes an assessment of the person's housing needs. The social worker on the team plays a pivotal role in this area. This work includes liaising with homeless clinics, assisting with housing applications, advocacy, and tenancy sustainment.</p> <p>The community rehabilitation and recovery service provide some supported accommodation. There are three levels of support: high, medium and low. Most of these facilities are managed by the community rehabilitation and recovery team and are for clients of the mental health services who require support to live in the community. Referrals to the community rehabilitation and recovery service are only via the sector teams.</p>	<p><u>Address:</u> <b>East Clare</b> – Ennis Day Hospital, Gort Road, Ennis <u>Phone:</u> 065 6863708 065 6863710 (<i>Social Worker</i>)</p> <p><b>South Clare</b> – Shannon Day Hospital, Health Centre, Shannon <u>Phone:</u> 061 362491 061 718454 (<i>Social Worker</i>)</p> <p><b>North Clare</b> – Lisdoonvarna Day Hospital <u>Phone:</u> 065 70715100 065 6863752 (<i>Social Worker</i>)</p> <p><b>West Clare</b> – Kilrush Day Hospital <u>Phone:</u> 065 9054100 065 6863752 (<i>Social Worker</i>)</p> <p><b>Community Rehabilitation Service</b> <u>Phone:</u> 065 6865441 065 6865444 (<i>Social Worker</i>)</p>

## 6. HSE - Clare Mental Health Services (contd.)

<b>Services Provided</b>	<b>Contact Details</b>
<p><b>Out of Hours Service:</b> In an emergency, a person can be seen on day of referral by duty psychiatrist/ psychiatrist on call. This often takes place in the Acute Psychiatric Unit, Ennis General Hospital especially if out of hours. There is also a crisis nurse service available out of hours (4.30pm – 3.30am) and contact can be made via the Acute Psychiatric Unit or crisis nurse mobile number. It is important that the person is first seen by their G.P or Shannon doc and is medically cleared before presenting to Acute Unit.</p>	<p><b>Clare Mental Health Service for the Older Adult</b> <u>Phone:</u> 065 6865436 065 6865442 (<i>Social Worker</i>)</p> <p><b>Acute Unit, Ennis General Hospital:</b> <u>Phone:</u> 065 6845392</p> <p><u>Crisis Nurse:</u> 087 7999857</p> <p><u>Shannon Doc:</u> 1850 212999</p>

## 7. HSE – Primary Care Social Worker

<b>Services Provided</b>	<b>Contact Details</b>
<p>This service accepts referrals in respect of all those aged between birth and 65 years. Clients can only be referred with their consent.</p> <p>The following areas are prioritised by the Primary Care Social Worker:</p> <ul style="list-style-type: none"><li>• Care planning for clients whose health is rapidly deteriorating. Providing information and support to the families involved.</li><li>• Emotional and practical support to individuals and families adjusting to changing life situations such as unemployment, trauma, stress, relationship breakdown, illness, bereavement.</li><li>• Clients in a state of crisis and in need of intervention and support.</li><li>• Providing practical and emotional support to families caring for children with complex health needs.</li><li>• Information and advice regarding financial issues such as managing a household budget on limited resources.</li><li>• Advice to service users on a range of available services in each area including housing and accommodation, welfare entitlements, financial and legal issues, voluntary and statutory services available in the region.</li><li>• Providing support to individuals dealing with a crisis, unexpected or concealed pregnancy.</li></ul>	<p><u>Name:</u> Deirdre O’Neill Shannon, Scariff, Broadford, Tulla, Sixmilebridge Primary Care Teams</p> <p><u>Phone:</u> 065 6863957</p> <p><u>Email:</u> <a href="mailto:deirdreoneill@hse.ie">deirdreoneill@hse.ie</a></p> <p><u>Name:</u> Therese Collins Ennis Primary Care Team</p> <p><u>Phone:</u> 065 6863874</p> <p><u>Email:</u> <a href="mailto:theresep.collins@hse.ie">theresep.collins@hse.ie</a></p>

**7. HSE – Primary Care Social Worker (contd.)**

<b><i>Services Provided</i></b>	<b><i>Contact Details</i></b>
<p>Primary care social workers also work with people in an effort to enhance their quality of life, for example:</p> <ul style="list-style-type: none"><li>• Negotiating services in situations where the client is unable to advocate for themselves</li><li>• Help vulnerable people access existing community networks and services particularly in situations where social and family supports are limited</li><li>• Supporting individuals who do not fit into specific care groups and for whom there are limited services available</li><li>• Providing support to carers in situations where the care giving relationship is likely to break down</li></ul>	

## **8. HSE – Mid-West Clare Drug and Alcohol Service**

<b><i>Services Provided</i></b>	<b><i>Contact Details</i></b>
<p>This service is available to:</p> <ul style="list-style-type: none"><li>• Young people aged 14 to 25 affected by drug or alcohol use and Adults aged 25+ affected by drug use</li><li>• Any individual trying to cope with the impact of someone else’s drug or alcohol use</li><li>• Other health care professionals</li><li>• Other community, statutory and voluntary agencies</li></ul> <p>Services provided include:</p> <ul style="list-style-type: none"><li>• Information about substance mis-use, referrals and the range of treatment options</li><li>• Drug Education and Prevention</li><li>• One to One Counselling</li><li>• Outreach Service</li></ul> <p>Clients can self-refer or be referred by another health professional or agency.</p>	<p><u>Address:</u> Museum House Francis Street Ennis</p> <p><u>Phone:</u> 065 6865852</p>



## **9. HSE – Mid-West Drug and Alcohol Service Needle Exchange Programme**

<b><i>Services Provided</i></b>	<b><i>Contact Details</i></b>
<p>The services' outreach team provides a mobile and backpacking needle exchange service in relation to safer injecting, harm reduction and access to treatment services.</p> <p>Clients can contact the outreach team directly or link up with the outreach needle exchange programme.</p>	<p><u>Name</u>: Outreach Team</p> <p><u>Phone</u>: 061 318633</p>

## **10. HSE Mid-West Primary Care Drug Assessment Unit**

<b><i>Services Provided</i></b>	<b><i>Contact Details</i></b>
<p>The Primary Care Drug Assessment Unit (PCDAU) delivers a methadone programme working with clients in relation to stabilisation, maintenance and methadone detox.</p> <p>Walk in assessments for the programme are offered every Monday in Corporate House at 11.30 – 12.30 and 2.00 – 3.00 with no appointment necessary.</p>	<p><u>Address</u>: Corporate House Mungret Street Limerick</p> <p><u>Phone</u>: 061 318633</p>

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**Comhairle Contae an Chláir**  
**Clare County Council**  
**Áras Contae an Chláir**  
**New Road**  
**Ennis**  
**Co Clare**  
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