

sage

Support & Advocacy Service
for Older People

The Establishment Phase

Report: September 2014 – December 2015

**Nothing about you /
without you**

www.sage.thirdageireland.ie

sage

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Background

Following a historic documentary by RTE in 2005, exposing the treatment of residents in Leas Cross Nursing Home, the newly established Health Service Executive engaged with a wide range of older people's organisations as to the best means of protecting the rights and dignity of vulnerable older people in residential care. Government responded with an enquiry and charged the emergent Health Information & Quality Authority with introducing a system for registering and inspecting all nursing homes, public and private. Part of the HSE response was to work with older people's organisations, and others, to develop an advocacy service for older people in nursing homes from 2007 onwards. Following a review in 2011 it was recommended that this service, which was being provided by trained volunteer advocates, should be developed independently of the HSE. In 2012, Third Age, an organisation of and for older people, was asked to manage the service following a call for expressions of interest across the sector and having established that no other appropriate statutory agency was in a position to take responsibility.

On the 24th June 2014 a memorandum of agreement was signed between Third Age, Atlantic Philanthropies and the Health Service Executive. Within the memorandum the scope of the service was the development and provision of an independent and impartial support and advocacy service for older people in care settings; home, nursing home, hospital and hospice, and in the process of transition between them. The key elements of the approach to developing the service included safety and quality, support and advocacy continuum, systemic & individual advocacy, social impact and sustainability.

The purpose of the memorandum of agreement was to formally acknowledge that from July 1st 2014 Third Age would take full responsibility for the governance, management and development of Sage – Support & Advocacy Service for Older People, with joint funding from the HSE and The Atlantic Philanthropies until 31st December 2017 and continued funding by the HSE from 2018 onwards.



Key figures in the development of Sage are pictured at the formal opening of the Sage office on Ormond Quay, Dublin 7 on 12th November 2014. LR. Áine Brady CEO, Third Age. Greg Price, Manager Advocacy Services HSE. Patricia Rickard-Clarke, Chair of the National Advisory Committee of Sage. Tom Costelloe, Programme Executive, The Atlantic Philanthropies

About Sage

Ireland is ageing and more people are living longer and better lives. A minority of older people – probably one in five – require some form of support. While at any one time less than 5% of older people live in some form of congregated setting, such as a nursing home, one third of women and one quarter of men are likely to spend time in a nursing home before they die.

Most older people prefer to live, and to die, in their own home. However, many face challenges to their independence due to illness, disability, lack of family and community supports or an inability to access public services that meet their needs. Some people face progressive decline in their ability to make and communicate decisions as a condition, such as dementia, develops over time.

In circumstances where people have to depend on others there is a need to ensure that the rights, freedoms and dignity of older people are promoted and protected. Through support and advocacy the wishes and preferences of the older person can be heard and facilitated - independently of family, service provider or systems interests.

Sage is working to expand access to support and advocacy services in all care settings and wherever ageing poses a challenge for individuals. It is committed to addressing individual and systemic issues.

The Sage approach is to “To collaborate where possible – to challenge where necessary”.

Sage is working to build a team of people capable of tackling the most complex support and advocacy challenges presented by older people and / or people with an intellectual or other disability. To provide such a service requires the qualities of a ‘sage’: wisdom, judgement and experience.

At national level a core team will include paid and volunteer staff with a wide range of professional, organisational and personal skills. At local level Sage is seeking people who can commit time to supporting vulnerable adults, especially older people, in and across a variety of care settings. The qualities sought are; compassion, competence, commitment, creativity and courage.

The Organisation

National Advisory Committee

Role: To provide advice and support to the CEO of Third Age, the Manager of the Support and Advocacy Service for Older People, and to the Board of Third Age, regarding the development and sustainability of the advocacy service in line with the mission of the service: “To promote and protect the human rights and freedoms of older people and to promote respect for their inherent dignity through the development of a sustainable, independent, advocacy service for and with older people in and across all care settings”.



Chair: Patricia Rickard Clarke

Áine Brady

Katie Burke

Ann-Marie Coen

Mary Culliton

Brendan Moran

Dr Brendan O’Shea

Tadhg Daly

Karen Erwin

Dr. Jane Pillinger

Greg Price

Dr David Robinson

Research, Impact and Evaluation Work Group

Role: To support and advise the NAC and the staff of Sage with regard to (a) any research required by or suggested for the service (b) regarding design and implementation of systems to assess the impact and outcome of the activities and output of the service and (c) regarding evaluation of the overall development and performance of Sage for the period 2014 – 2018 in line with the mission of the service.



Chair: Dr Brendan O’Shea

Dr Kieran McKeown

Dr Sinead Morrissey

Dr Mary Keys

Dr Anne-Marie McGauran

Sinéad Hyland

Kathy Walsh

Brian Harvey

¹ A revised mission statement was adopted in January 2015: “To promote and protect the rights, freedoms and dignity of older people by developing support and advocacy services wherever ageing poses a challenge for individuals.”

Practice and Guidance Work Group

Role: To support and advise the NAC and the staff of Sage with regard to the policies, procedures and practices required to deliver a safe and high quality support and advocacy service in line with the mission of the service.



Chair: Patricia Rickard Clarke

Dr. Amanda Phelan

Dr. David Robinson

Dr. Michael Browne

Dr. Ann Coyle

Anne Harris

Mary Condell

Eileen O' Callaghan

Michelle Rooney

Tessa Digby

Education Training and Support Work Group

Role: To support and advise the National Advisory Committee (NAC) and the staff of Sage with regard to the development of the education, training and support functions of the service in line with the mission of the service.



Chair: Karen Erwin

Jackie Crinion

Nora Lillis

Brendan Moran

Dr Meta Reid

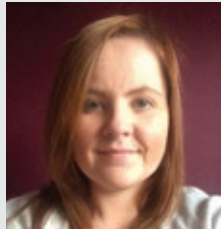
Ann-Marie Coen

Michelle Rooney

Sage Staff - at December 2015



Mervyn Taylor
Programme
Manager



Helen Fitzgerald
Administrator



Sinead Hyland
Research and
Information
Coordinator



Michelle Rooney
Education Training
and Support
Coordinator



Eileen O'Callaghan
Development
Coordinator and
Development Worker
for Dublin North



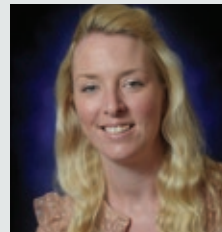
Maureen Finlay
Development Worker
for Louth & Meath



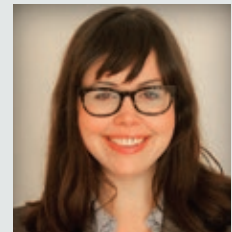
Brenda Quigley
Development Worker
for Residents Groups
in Nursing Homes



Michael Cahillane
Development Worker
for Cork & Kerry



Danielle Monahan
Development Worker
for Dublin South West
& Kildare



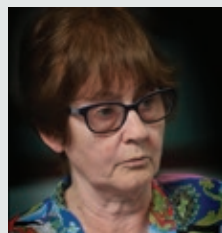
Renee Summers
Development Worker
for Dublin South East
& Wicklow



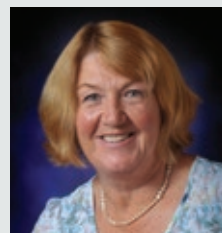
Trish Martyn
Development Worker
for Galway & Mayo



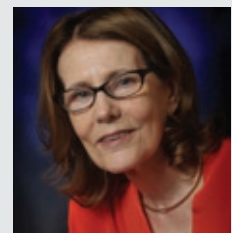
Ann Griffin
Development Worker
for the North West



Dr. Meta Reid
Education Training
and Support Adviser



Anne Harris Special
Projects



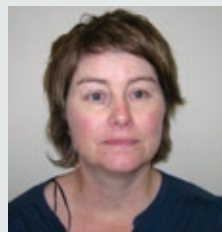
Tessa Digby
Practice Development
Adviser & Development
Worker for the
North East



Mary Condell
Legal Adviser &
Coordinator of the
Legal and Financial
Group



Noreen O'Brien
Development Worker
for the
Mid-West



Fiona Anderson
Development Worker
for Waterford &
Kilkenny



During the establishment phase of Sage **Roisin Clarke** provided invaluable support from July 2014 to June 2015 as Service Administrator. We would like to thank Roisin for her hard work and contributions whilst working with Sage.



Maria Patterson was heavily involved with implementing the database for Sage in her position as Research and Information Coordinator, between July 2014 and March 2015. We would like to thank Maria for her hard work and contributions whilst working with Sage.



Vivienne Dooge was Development Worker for the Mid-West Region between July 2014 and August 2015. We would like to thank Vivienne for her hard work and contributions in developing awareness of Sage in the Mid-West Region. Vivienne continues to work with Sage as a Sage Representative in the Cork City area and brings her tenacity and professionalism to her new role.

Sage Representatives

Active Sage Representatives 2015

Aileen	Heaphy	Denise	McGrath
Aine	Keating	Eileen	McCarthy
Alison	Grennan	Eilish	McDonnell
Andrea	Novac	Elaine	O'Donovan
Angela	Murray	Elizabeth	Keigher
Angela	Hillary Jehle	Eugene	Osborne
Ann	O'Riordan	Fiona	Anderson
Ann	Marron	Frances	O'Doherty
Anna	Ryba	Gerard	Woods
Annette	Martin	Hannah	Kent
Annette	Hamill	Helen	Mackessy
Antoinette	Hensey	Helen	Matassa
Awa	Sanyang-Kennan	Irene	Lynch
Barry	O'Brien	Jacinta	O'Sullivan
Beatrix	Sheehan	James	Galvin
Bernadette	Murphy	Jennifer	Peare
Bernard	McDonald	Jerry	MacDonough
Bernie	Preston	Jim	Milton
Bibiana	Savin	Joan	Bradley
Bill	Lloyd	John	Morris
Breda	Murphy	Johnboy	Molloy
Breda	Murphy	Josephine	Donohoe El Hasnaoui
Brenda	King	Katherine	Kelly
Brendan	Moran	Katherine	Dargan
Brian	Sheridan	Kay	Costello
Brid	Ni Laochdha	Kieran	Briscoe
Bridget	Noone	Leo	Van Dam
Brigid	O'Brien	Lily	Douglas
Brigid	Crawford	Linda	Murphy
Carmel	O'Connor	Linda	O'Connell
Caroline	Darby	Linda	Devlin
Caroline	Hanley	Liz	McCarthy
Catherine	Plunkett	Louise	Enright
Catherine	Fennell	Mahon	Finlay
Claire	McCabe	Maire	Nic Grainne
Clare	McCutcheon	Margaret	Williams

Darina	Merlehan	Philip	Gargan
David	Clarke	Rebecca	Kelly
Deirdre	Connolly	Rita	McDonnell
Denise	Walsh	Sabrina	Devine
Maria	O'Neill	Sarah	Duffy
Marie	Carberry	Sarah	Moore
Marie (Elizabeth)	Nolan	Sarah	O'Keefe
Marion	McMorrow	Seamus	Reidy
Martin	Coughlan	Sean	Morgan
Martin	Scully	Margaret	Mlambo
Martin	Sweeney	Margaret	Moriarty
Mary	Brady	Marguerite	Good
Mary	Lynch	Marguerite	Hurton
Mary	Russell	Sian	Rowe-McCormack
Mary	Finan	Sinead	Whiting
Mary	Thuillier	Siobhain	O'Sullivan
Mary	Watson	Susan	Comerford
Mary	Tobin	Suzanne	Van Rooyen
Mary	Bannon	Teresa	Connolly
Mary Elizabeth	Brett	Tom	Clarke
Matthew	Magner	Trevor	McCarthy
Matthew	Cronin	Triona	NicGiolla Choile
Maude	Hogan	Una	McDonagh
Maureen	McLoughlin	Valerie	Coghlan
Melody	Buckley	Vivienne	Dooge
Michael	McKenna	William	Mansfield
Michael	O'Dea	Willie	Rattigan
Micheál	McKeown		
Mustapha	El Hasnaoui		
Nini	Murray		
Noreen	Sugrue		
Patricia	Riordan		
Patricia	Tyler		
Patrick	Mccabe		
Pauline	Morrisroe		
Peter	Lyons		

Developing the Sage approach

Summary

The development of Sage is based on the use of core paid staff supported by and, in turn, supporting a network of well trained and supported volunteers. To emphasise the importance of providing a quality service and that a professional approach is expected of everyone working within the service all volunteers are known as Sage Representatives. Each Sage Representative is part of a national team of people that Sage is slowly building capable; a team which is capable of tackling the most complex support and advocacy challenges presented by older people and / or people with an intellectual or other disability.



Sage Representative Agreement

All those who volunteer to serve older people through Sage are required to sign a Sage Representative Agreement which sets out the responsibilities and expectations of both Sage and its representatives. A minimum of four hours voluntary work is expected each week over a two year period and all activities are required to be logged online to enable review, analysis and

support. Once a Sage Representative has signed the agreement they are issued with a Sage ID card with a unique number.

Volunteers who had previously worked with or been associated with the Third Age National Advocacy Programme (TANAP) were invited to a series of refresher and reorientation events. Those who wished to continue working with Sage, and those who transferred to Sage from Age Action projects in North Dublin and Meath, signed the new agreements. At the end of December 2015 some 135 volunteers were active as Sage Representatives. This included 80 new Sage representatives who had completed training during 2015. The work of people previously connected to TANAP and Age Action, who did not wish to continue with Sage or whose previously agreed period of service was ending, was acknowledged through Certificates of Appreciation and the various care settings in which they had served were notified.

Sage Representatives currently work in one or more of the following roles: advocate; facilitator; support person; legal / financial specialist. While some Sage Representatives have indicated that they feel more drawn to support rather than to advocacy work it was nevertheless the case that the vast majority of Sage Representatives were listed as advocates at the end of December 2015. It was also the case that while some volunteers did not undertake the minimum hours of service required each week, often because of changed personal circumstances, some other volunteers were, in effect, working a number of days each week on behalf of the service.

Memorandum of Understanding

In order to clarify the responsibilities and expectations of each side Sage developed a Memorandum of Understanding to formalise engagement with a number of care providers. On 26th February 2015 the TLC nursing home group, which runs 3 nursing homes became the first provider to sign the MoU. At the end of December 2015, a total of 75 MoUs had been signed. Each MoU is valid for a period of twelve months unless otherwise ended by either party giving notice of 1 month.

Policies and Guidelines

An initial set of Policies and Operational Guidelines were drafted to guide the work of the service. This process was led by Dr Michael Browne and overseen by the Practice and Guidance Work Group. A framework for providing support and supervision was developed and circulated to all Sage Representatives in October 2015. The purpose of support and supervision for Sage Representatives is to ensure a person receives adequate guidance and support to meet the organisations' objectives and standards, and to enable personal and professional development within the role.

Quality Standards

At its first national conference on October 16th 2015, Sage launched Quality Standards for Support and Advocacy Work with Older People. Developed by researcher Dr Michael Browne following a process of stakeholder and public consultation the Quality Standards were warmly welcomed by the Ombudsman Peter Tyndall who spoke at the conference.



In a foreword to the Quality Standards Ms Justice Mary Laffoy of the Supreme Court provided a clear message as to their significance. “Each of the six Quality Standards, set out in this document, are

simply stated and clearly explained. They set out what is required of those who undertake support and advocacy work with older people. They also set out what is required of the service provider and the expected outcomes for those availing of support and advocacy services. They are a lodestar to guide people in what can sometimes be extremely challenging journeys and they are something to be practiced rather than preached. They suggest a need to match aspiration with perspiration. Former President Mary Robinson expressed it well in a wider context: “The aim is to push beyond standard-setting and asserting human rights to make those standards a living reality for people everywhere”.



Recruitment and Training of Sage Representatives

Following a public tender in 2014 a consortium led by Irish Times Training, which included Frontline Training and Eleanor Edmonds (Solicitor) was chosen to work with Sage to develop and provide a training programme for advocates. On January 10th 2015 Sage commenced its first Sage Representative – Advocate Training Programme which includes a QQI Level 6 minor award in Information, Advice and Advocacy Practice. The training programme was delivered over an 11 week period, and consisted of 7 classroom days, online ELearning and completion of assessments for accreditation.

Throughout 2015 there were six training programmes commenced, three in Dublin, and one in each location of Cork, Galway and Limerick. A total of 81 people successfully completed the training programme in 2015. There were 20 new candidates who commenced training in 2015, and are pending completion of the QQI award in early 2016.

In March and June 2015 Sage hosted 5 Reorientation and Refresher training programmes, three in Dublin, one in Cork and one in Galway, for

97 people who were previously with TANAP and Age Action. The purpose of these events was to introduce the significant developments in Sage, and to give people the necessary knowledge to carry out the role of Sage Representative.

Following a period of recruitment utilising Sage networks, parish newsletters, HSE broadcast, volunteer websites Sage delivered two Sage Representative- Facilitator training programmes. In June and August, 21 new and existing Sage Representatives completed the two day training to take on the role of Facilitator of residents' groups in care settings in the Dublin and Kildare areas.

A Sage Representative- Support Person training programme for a Support Person within an acute hospital setting, and an outline of a training programme for a Support Person within a nursing home setting were designed.

On October 16th 2015 many Sage Representatives attended the Sage National Conference and participated in the workshops as part of their Continuous Professional Development (CPD). Sage Representatives who completed training with Sage received their certificates at a ceremony before the close of the Conference.



CEO of Third Age Aine Brady, Sage Representative Leo Van Dam and Una O'Hare from Irish Times Training



Aine Brady, John Killowry Sage Representative and Una O'Hare



Aine Brady, Willie Rattigan Sage Representative, and Una O'Hare

Continuous Professional Development (CPD)

During 2015 a CPD System was developed for Sage Representatives. The purpose of the CPD system is to clarify the role of CPD, to inform Sage Representatives of CPD requirements to ensure they are current in their understanding of their role within Sage and developments in practice, to provide an opportunity to develop skills in the role of a Sage Representative, and to develop a mechanism of recording participation in CPD. Throughout 2015 the Sage Representative CPD training calendar was developed. Sage worked with the Dementia Elevator Programme at Dublin City University to develop the dementia awareness CPD training programme. In preparation for the programme Sage Representatives were encouraged to complete online training to be included in their CPD record. Dementia Elevator Programme online training, the MOOC University of Tasmania Dementia Awareness online training were promoted, along with the Trinity College Dublin NEIL programme, FreeDem Films.

In 2015 Sage Representatives were supported to attend relevant events such as the Forum on End of Life on 10th September and awareness events on 'Think Ahead' a resource developed through the Forum on End of Life to guide people in discussing and recording their wishes and preferences in the event of an emergency, serious illness or death.

Development of a secure online database

In October 2014 work began on developing a secure online database in order to record the activities of the service, to enable analysis of issues and trends and to support evaluation of the service. This work led by Maria Patterson, then Research & Information Coordinator with Sage and supported by Enclude was accompanied by a process of training for staff and Sage Representatives in order to acquire the necessary knowledge and skills to use the system. A workshop, led by Hugh Jones of Sytorus - Data Protection Specialists was held in December 2014 and arising from this a handbook was developed for Sage reflecting best practice in data protection.

In August 2015, following discussions at the Research, Impact & Evaluation Work Group, the database was reviewed by social and economic research consultant Dr Kieran McKeown to develop a better understanding of how it might be further developed in order to record and provide information on outcomes in casework. Arising from this review a test database was developed which improves on the previous database in terms of ease of access and 'user-friendliness' and this was being discussed with Sage staff as the year closed with the intention of implementing changes in 2016. Determining outcomes in advocacy work can be particularly challenging in advocacy and remains an ongoing concern of the service.

Sage Evaluation

Following a Call for Expressions of Interest on 12th November 2014, KW Research (Dr Kathy Walsh and Brian Harvey), were chosen to undertake work which would contribute to the overall evaluation of Sage. Their work began on April 1st 2015 and a draft 'baseline report' was provided to the NAC in December. The methodology included examination of documentation, attendance at key organisational meetings, review of the database, Interviews with staff (17) and NAC and NAC Work Group members (19). Five Core Issues emerged; The Sage Model, Recording Systems, Performance, Support for Development Workers, and Visibility of Sage.

Pathfinder Areas

Sage designated four Pathfinder areas (Dublin North, Dublin SW & Kildare, Cork, Galway) in which there would be a particular focus on developing support and advocacy services in and across all care settings. Much of the work in previous advocacy efforts with older people had been focused on nursing homes and the intention with Pathfinder areas is to see how Sage can best work to develop support and advocacy services in and across homes, day centres / respite facilities, nursing homes, hospitals, hospices and hostels.

Sage Representatives were formally introduced in the Mercy University Hospital Cork in August 2015 and in the Mater Misericordiae University Hospital Dublin in December 2015. Conversations were initiated with St. James's Hospital Dublin and University College Hospital

Galway. The level and quality of engagement has differed across the sites, with engagement highest in the Mercy University Hospital where 4 Sage Representatives completed over 150 visits since August 2015. Engagement with other sites has been 'on request'; usually from hospital staff including clinicians and allied health professionals. Some family members and community organisations have also been a source of hospital linked referrals.

While the level of progress is uneven Development Workers across the 4 Pathfinder areas continue to receive and engage with informal referrals in all of the above hospitals and in the wider catchment in Cork University Hospital, Tralee General Hospital, Naas General Hospital, Connolly Memorial Hospital Blanchardstown, Tallaght Hospital, Beaumont Hospital and Merlin Park (University Hospital Galway).

In Kildare and West Wicklow, Sage Representatives have linked with the K-Doc Doctors-on-Call Cooperative to offer support and advocacy services via primary care. Sage has also supported the piloting of an online version of 'Think Ahead' in association with K-Doc and the Irish Hospice Foundation.

Consistent engagement is continuing with Nursing homes and the wider community in all Pathfinder areas. Knowledge and awareness of Sage is evident in referrals from Directors of Nursing, Nursing Home providers, allied health professionals, family members and clients themselves referring directly to local Development Workers.

Development Timeline

2014

April	Programme Manager appointed by Third Age
May	Service Level Agreement signed by HSE
June	Signing of Memorandum of Agreement between HSE, The Atlantic Philanthropies & Third Age Tender re training for Advocacy awarded to Irish Times Training
July	Establishment of National Office at 24-26 Ormond Quay Upper, Dublin 7
September	First meeting of National Advisory Committee (17th September) Orientation of New Staff Policies and Guidelines drafted Recruitment of new volunteer advocates started 'The Sage Page' launched
October	'What's in the News' launched
November	Age Action projects in North Dublin and Meath move to Sage
December	Database & data protection workshop

2015

January	<p>Launch of 1850 Information & Advice / Rapid Response Service</p> <p>Advocacy training in Dublin, Cork, Limerick and Galway</p>
February	<p>First Sage Memorandum of Understanding signed with TLC Nursing Home Group</p>
March	<p>Reorientation of TANAP Volunteers</p>
April	<p>Engagement with Talbot Group – advocacy and human rights of residents with intellectual disabilities</p> <p>Launch of Legal and Financial Group (April 20th)</p>
May	<p>Workshop on Long-Term Care (May 26th)</p>
June	<p>Training of Facilitators</p>
July	<p>Engagement with HIQA – Health Information & Quality Authority (July 14th)</p>
August	<p>Training of Facilitators</p> <p>Sage Representatives were formally introduced in the Mercy University Hospital, Cork</p>
September	<p>Launch of Website</p> <p>Briefings on Assisted Decision Making (Capacity) Act 2015 commenced</p>
October	<p>First National Conference</p> <p>Quality Standards launched at Conference</p> <p>Oireachtas committee hearings on Advocacy Services (26th October)</p>
December	<p>Sage Representatives were formally introduced in the Mater Misericordiae University Hospital Dublin</p>

The primary referrer in Pathfinder areas remains nursing homes, with over 75 Sage Representatives directly engaged in nursing home settings. All of the over 220 nursing homes in these areas have access to the 1850 Information & Advice / Rapid Response Service and over 60% engage with Sage on a consistent basis, through the placement of Sage Representative advocates and or facilitators and through referrals directly to the development worker in the area.

Engagements with nursing homes has, generally speaking, been positive. While in some areas there have been challenges to advocates and, in some cases, a refusal to recognise a signed 'Authority to Act' there is, nevertheless, a sense that the old task-oriented culture of 'command and control' is losing ground. There is a growing awareness of the responsibility to determine the 'will and preference' of older people and that it is no longer satisfactory for providers to decide what is in their 'best interests'. Many Directors of Nursing and senior staff in nursing homes seek support from Sage because they genuinely want to do what is best for a resident but are confronted by serious challenges related to dementia, divided families, managing the impact of regulation, funding services and activities not covered through statutory funding and recruiting and retaining suitable staff.

Circles of Support

Sage's establishment phase has highlighted the positive impact which can occur for older people, when services and resources in a given area are linked up and a collaborative approach

is developed involving strengthening the natural supports of family, friends and neighbours with the full involvement and support of health and social care professionals and the engagement of locally active NGOs and development organisations. The building of circles of support is necessary if we are to realise the wishes of the vast majority of older people to live, and to die, in the place of their choice and experience better transitions between a wide variety of care settings.

Engagement with Stakeholders

HSE

Service Level Agreements (SLA) were signed with the HSE for Q 3-4 of 2014 and for Q1-4 of 2015. The HSE also engaged with Sage regarding the transfer of projects in North Dublin and Meath from Age Action to Sage. Sage was invited by the HSE to join a working group established in 2015 to develop an advocacy response to the issues raised in the RTE Prime Time report on Aras Attracta broadcast in November 2014. Sage is also represented on the National Patient Forum of the HSE established in mid-2015 and on the National Inter-Sectoral Committee on Safeguarding Vulnerable Adults which was established in December 2015.

HIQA

A protocol was signed with HIQA in July 2015 on 'Sharing Concerns in Relation to the Safety, Wellbeing and Human Rights of Residents in Designated Centres for Older Persons'. The protocol provides clarity regarding how Sage can bring matters of concern to the attention of HIQA and provides for six monthly review meetings. Sage also participated in a project of the Safety and Quality Improvement Directorate of HIQA to produce a guidance document for service-users and staff regarding the promotion of autonomy in health and social care services. The Guidance document 'Supporting People's Autonomy' was published by HIQA in January 2016.

Quality Standards

Linked to the development of Quality Standards for Support & Advocacy Work with

Older People Sage engaged with a significant range of stakeholders before drafting the Quality Standards and commencing a process of public consultation.

Nursing Home Support Scheme

In May 2015 Sage held a workshop to engage with stakeholder interests regarding the Nursing Home Support Scheme. This very useful event gave a strong message to Sage that a Forum on Long-Term Care was needed to ensure that the needs of older people to be supported and cared for in their own homes and communities received as much attention and prioritising for resources as is currently the case with the Nursing Home Support Scheme.

ICGP & Association of retired GPs

On the 19th December 2014 Sage made a presentation to the Association of Retired GPs and in on the 26th June 2015 Sage made a presentation at the annual summer school of the ICGP in Carlow.

Oireachtas Committee on Health & Children

On October 26th 2015 Sage presented its case for a framework for the development of advocacy services in Ireland to the Joint Oireachtas Committee on Health & Children. Other organisations invited to the hearings included the Ombudsman, National Advocacy

Service for People with Disabilities, Inclusion Ireland and the HSE. A report of the Committee was in preparation at the end of 2015.

Assisted Decision Making (Capacity) Act 2015

To build awareness of Sage, and to inform people of the then Assisted Decision Making (Capacity) Bill 2013, a series of short exploratory seminars were organised in October & November 2014 in areas prioritised for development. Under the title: 'Nothing About You / Without You ... Preparing for New Legislation to Enhance the Rights of Older People' events were held in Cork, Galway, Dublin, Cavan, Sligo and Limerick. It is interesting to note the breakdown of the audience in Cork at the first event on October 20th 2014 which was attended by 110 people.

During 2015 some 25 events were held around the country; many at the request of service providers. These events were led by Patricia Rickard-Clarke, Chair of the National Steering Committee of Sage, and then by Mary Condell who was appointed legal adviser to Sage on 7th September 2015.

Sage engaged with the Departments of Health and Justice and with members of Seanad Éireann in the latter half of 2015 regarding the Assisted Decision Making (Capacity) Bill 2015; as it then was. Key issues stressed by Sage were; the need for the Decision Support Service to be independent of the Courts Service; the need to address deprivation of liberty; the need to address the issue of chemical restraint.

Irish Medical Council

Sage made a submission to the Irish Medical Council on the Draft Guide to Professional Conducts and Ethics in August 2015

Irish Hospice Foundation

During 2015 Sage collaborated with the Irish Hospice Foundation in relation to the promotion of 'Think Ahead' and a large number of Sage Representatives attended the Forum on the End of Life in September.

Ombudsman

A number of meetings were held with the Ombudsman and some of his senior staff throughout 2015. On May 25th Sage met to discuss the development of Quality Standards for Support & Advocacy Work with Older People and the report of the Ombudsman into how public hospitals handle complaints, which was launched the previous day. This report recommended support for independent advocacy services in hospitals and encouragement for volunteer advocates. The Ombudsman outlined his experience of working closely with advocacy groups in Wales and expressed a willingness to work with Sage and create greater awareness of our work through appropriate links on their website and references in documents. The role of the Ombudsman will also be referenced to in any new Sage resources. A further meeting was held on 23rd June involving the Chair of the NAC, Patricia Rickard-Clarke. This discussed the Assisted Decision Making (Capacity) legislation

and the issue of extending the remit of the Ombudsman to include clinical issues.

Solicitors for the Elderly

A presentation on Sage and plans for the development of a Legal & Financial Support Group was made to the AGM of Solicitors for the Elderly on 24th February 2015.

Congregated Settings

As part of the response to the RTE programme in November 2014 on the ill treatment of residents with intellectual disabilities Sage was invited by the HSE to join a working group to discuss and map advocacy services for people with disabilities in large institutional facilities; often referred to as 'congregated settings'. Sage engaged with Cork Advocacy Service and the National Advocacy Service for People with Disabilities to ensure coordination of efforts in respect of one such congregated setting, St Raphael's in Youghal, Co. Cork*. Sage was also invited by the Talbot Group to become involved in the development of advocacy services for residents in Redwood, Stamullen, Co. Meath. The HSE Social Care service plan for 2015 referred to the development of a 'National Volunteer Advocacy Programme' and at the end of 2015 Sage was involved in discussions regarding how this might best occur.

Other

The Dementia Elevator Programme provided training to Sage Staff and Representatives during

2015 and contributed material for information resources.

ALONE and Sage made presentations at each other's team meetings and informal meetings were held to discuss the potential for closer collaboration in relation to issues such as volunteering / befriending services, database and information systems and the Forum on Long-Term Care.

Sage met with Fergus O'Dowd T.D. on the 29th November 2014 to discuss documents which he had obtained from HIQA through Freedom of Information regarding anonymous reports made to them about nursing homes.

Family Carers Ireland engaged throughout the latter part of 2015 regarding issues relating to long-term care and the development of a Forum on Long-Term Care.

Sage contributed to two applications for funding from the HSE Research on ageing fund.

- Dr Amanda Phelan of UCD School of Nursing, Midwifery & Health Systems applied to study elder abuse in residential settings particularly on inter resident physical abuse.
- Prof Virpi Timonen of TCD, School of Social Work & Social Policy applied for funding for a study and a listing of day centres for older people.

Information

‘What’s in the News’

Since September 2014 ‘What’s in the News’ email is sent to over 250 people. Through a series of links readers Sage Representatives and stakeholder organisations are provided with useful sources of local, national, and international news broadly, but not exclusively, related to older people. Readers are encouraged to participate by sending in any information they may have and would like to share with followers of ‘What’s in the News’. People can register to receive this daily news source by contacting admin@sage.thirdageireland.ie.

‘The Sage Page’

Started in September 2014 the e-newsletter ‘The Sage Page’ was sent out almost every month during 2015. The Sage Page is administered using a web based application ‘MailChimp’. By the end of 2015 it had 1,600 subscribers. Providing news on developments within Sage and issues generally of concern to older people and those providing support and care services to them ‘The Sage Page’ also directs traffic to resources on the Sage website where there is a growing library of resources. It also highlights items of interest provided through other organisations and individual supporters.

Website

The new Sage website went live on Tuesday 8th September 2015. The website is a major communication tool to all interested in the work of Sage from members of the public, stakeholder

organisations, volunteer Sage Representatives and Sage staff. Repositories of information exist with public access and with restricted access. This redesign took place as part of the redevelopment of the Third Age and associated websites (Sage, Fáilte Isteach, Senior HelpLine). A common look and feel for each site is being maintained while the content for the different sites reflects the different work being undertaken by the different organisations. The website can be accessed at www.sage.thirdageireland.ie

Printed Material

An introductory information leaflet on Sage was developed in December 2014 and revised in July 2015.

A recruitment poster was developed with the kind support of Mícheál Ó Muircheartaigh to encourage volunteers to apply to be trained as advocates. With the kind support of the Irish Times this poster was published in that newspaper on a number of occasions in late 2014 and during 2015.

An information poster promoting the 1850 Information & Advice / Rapid Response Service was provided to all HIQA registered nursing homes during November 2014 through to February 2015.

Media

During the establishment phase Sage sought to avoid major engagement with the media until its first National Conference on October

16th which launched the Quality Standards for Support & Advocacy Work with Older People. Linked to this conference and in the context of promoting awareness of the Assisted Decision Making (Capacity) Bill 2015, as it then was, the Irish Times provided coverage of the keynote address of the EU Ombudsman Emily O'Reilly and published a major article by Patricia Rickard-Clarke on October 23rd. A number of radio interviews related to the passage of the legislation were undertaken in December 2015. On 22nd July 2015 the manager of Sage was interviewed by Pat Kenny on Newstalk regarding a HIQA report on St Patrick's Hospital in Carrick-on-Shannon. A number of local radio interviews were also undertaken by the education, Training and Support Coordinator in connection with the recruitment of volunteers.

Legal & Financial Group

The Sage Legal & Financial Group was formally launched on 20th April 2015 by Ms. Justice Mary Laffoy of the Supreme Court. The event was opened by the Chair of the NAC, Patricia Rickard-Clarke, and a presentation was made by Mary Condell, Legal Adviser to Sage and Coordinator of the Legal & Financial Support Group. Some 48 people attended and were advised that membership of the Group would be by invitation, that Sage would provide free but compulsory CPD and that members would have to provide a minimum number of hours per year to Sage in a voluntary capacity. Arising from a review of potential members some 58 people were then invited to the first meeting of the group on June 16th 2015. A protocol for the group was developed in consultation with a number of members.

Key areas of work for the group were:

- A schedule for presentations around the country regarding the Assisted Decision Making (Capacity) Bill (2013)
- Preparation of fact sheets and other key legal resources for the website
- A Wards of Court project
- An awareness project regarding the need to plan ahead through the use of mechanisms and resources such as Enduring Power of Attorney, Advance Healthcare Directives, 'Think Ahead'.

National Conference - October 16th 2015

Over 400 delegates attended the first ever conference organised by Sage at which the Quality Standards for Support & Advocacy Work with older People were launched. Key note addresses were given by EU Ombudsman, Emily O'Reilly, and by former Law reform commissioner and Chair of the National Advisory Committee of Sage, Patricia Rickard-Clarke. Dr Philip Crowley, Director of Quality Improvement with the HSE, and the President of the High Court, Mr Justice Nicholas Kearns, chaired the proceedings. The CEO of Third Age, Áine Brady, opened the conference and Dr Micheal Browne introduced the Quality Standards and explored the background and thinking behind their development. In a series of responses the Ombudsman, Peter Tyndall welcomed the Quality Standards and gave them his strong support. The Chair of the Citizens Information

Board indicated the need for legislation to formally recognise the role of advocacy and Catherine Byrne T.D. standing in for the Chair of the Joint Oireachtas Committee on Health & Children, Jerry Buttimer T.D., announced that the first ever hearings on advocacy would be held by the committee on October 26th to which Sage was being invited.



Dr. Philip Crowley,
National Director Quality
Improvement Division HSE,
Chair of morning session



Mr. Justice Nicholas
Kearns, President of
the High Court. Chair of
afternoon session

A series of workshops were held during the afternoon session:

- Understanding Capacity & how to enhance it
- Non-Instructed Advocacy
- Training & Support in Advocacy
- Long-Term Care – Future Options
- Elder Abuse
- Speakers at the conference included:
 - Emily O'Reilly. European Ombudsman.
 - Áine Brady. CEO, Third Age.
 - Patricia Rickard-Clarke. Former Law Reform Commissioner.
 - Ita Mangan. Chair, Citizens Information Board.
 - Peter Tyndall, Ombudsman.

This conference was of interest to those who were:

- Supporting or advocating for older people whether in a personal or professional capacity. Providing services for older people and playing a role in advocating on their behalf.
- An independent advocate working on individual or systemic issues.
- A health or social care professional working with older people.
- A solicitor, barrister or financial adviser dealing with some of the challenges facing older people.
- Involved in a voluntary, community or partnership development initiative related to older people.
- Involved in an NGO concerned with human rights and the rights of older people.
- Responsible for complaints and investigations in health and social care services.
- An economic and / or social policy researcher.

In a graduation ceremony at the close of the conference certificates were presented to the 48 of the 81 people who graduated from the course. Sage Representatives who had completed the Information, Advice and Advocacy Course (QQI level 6) organised through the Irish Times Training Consortium.



Greg Price, Quality Improvement Division, HSE



Anne Harris, Special Projects, Sage

Certificates of appreciation were presented to Greg Price and Anne Harris of the HSE for the role that they had played in supporting the development of advocacy services in Ireland.

We are all simply younger older people, and all of us would wish to be treated just as our now selves when we become our older selves. Cultures of care and of protection and of human dignity need to be built by all of us who think at all about this world and the consideration that we give each to the other. And especially so when others need us to stand beside them and to protect them from all harm, to be their voice when theirs has been stilled”.

“Some older persons need support in asserting their rights, in having their voice heard and in articulating their will and preferences. It is widely accepted that support and advocacy has an important role to play in helping services to meet the range of needs of individuals and groups who require additional support”.

“We need to be as concerned to protect the rights of younger adults in a care centre such as Áras Attracta in Swinford as we are the rights of older persons in a private nursing home such as the infamous Leas Cross in North Dublin. The standards we apply to older people are no different to the standards we should apply to people generally.”

Patricia Rickard-Clarke,
Chair, National Advisory Committee,
Sage



Emily O’Reilly,
EU Ombudsman



“There is a need for a change in narrative. From tokenistic gestures towards people’s rights to full legal and institutional protection of those rights. From people with dementia as a group/ category to individual personhood as a central tenet/core value. From older persons as a specific identity group to vulnerability across the life-cycle.”

Dr Michael Browne,
Social Policy
Researcher



“I am aware that many are pressing for the Citizens Information Act 2007 provisions in relation to the Personal Advocacy Service to be brought into effect. In my view, these provisions are too restrictive and too prescriptive. I consider that there is a need for a much more integrated approach. Legislative underpinning for advocacy services is needed. This should not be unduly prescriptive but should emphasise the need for clear entitlement and quality standards”.

Ita Mangan,
Chair, Citizens
Information
Board



“Through our work in negotiating the emergence of Sage as a support and advocacy service for older people we now have a deep appreciation that just as older age can be a time of opportunities it can also be a time of serious challenges”.

Áine Brady,
CEO, Third Age



“Advocates are essential to ensure that individuals in vulnerable situations are able to make their voices heard. Complaints are an early warning system of poor, degrading services.”

Peter Tyndall,
Ombudsman



“There seems to be a view out there among some service providers, all of whom are funded either directly or indirectly through public funds, that members of the public, citizens who need their services, have no right to have someone independently advocate with or for them without the service providers permission and oversight. In this context may I remind these providers of the simple but profound title of these Quality Standards being launched here today ‘Nothing about you / without you’”.

Catherine Byrne T.D.,
 Joint Oireachtas Committee on Health



Over 400 people attended the Sage National Conference



Emily O'Reilly, Patricia Rickard-Clarke and Áine Brady



Sage Representatives Bibiana Savin and Siobhain O'Sullivan with Development Worker Danielle Monahan (centre)



Sage Representatives Teresa Connolly, Martin Coughlan and Triona NicGiolla Choille with Development Worker Trish Martyn (second from right)



Peter Tyndall, Ombudsman of Ireland and Emily O'Reilly, EU Ombudsman



Louth, Meath, Cavan and Monaghan Sage Representatives with Development Worker Tessa Digby.

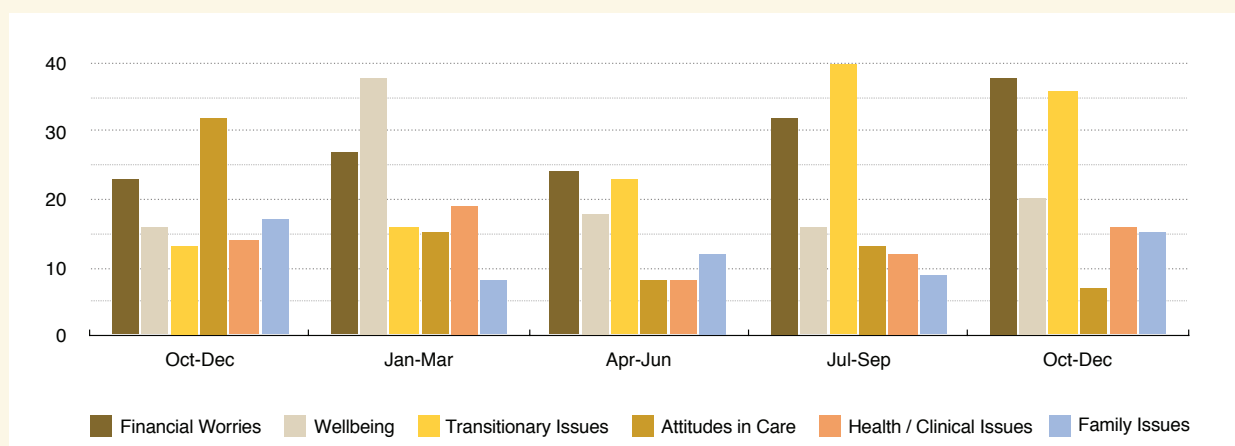
Services (September 2014 – December 2015)

Overview of Activities

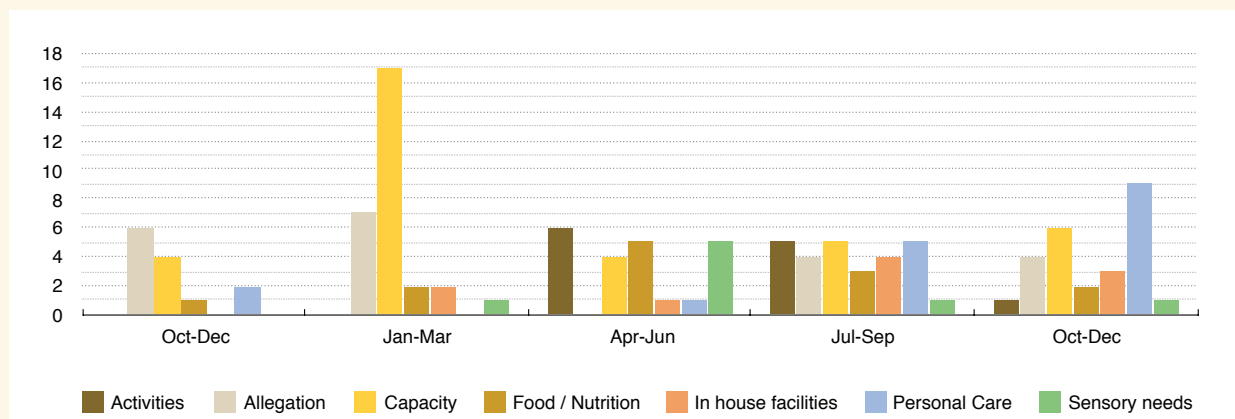
Cases	879
Residents Group Meetings	209
Group Visits	775

Issues

The most common issues presented to Sage during this time included financial issues, transitional issues (between care settings or wanting to return home) and wellbeing (loneliness, bereavement, visiting).

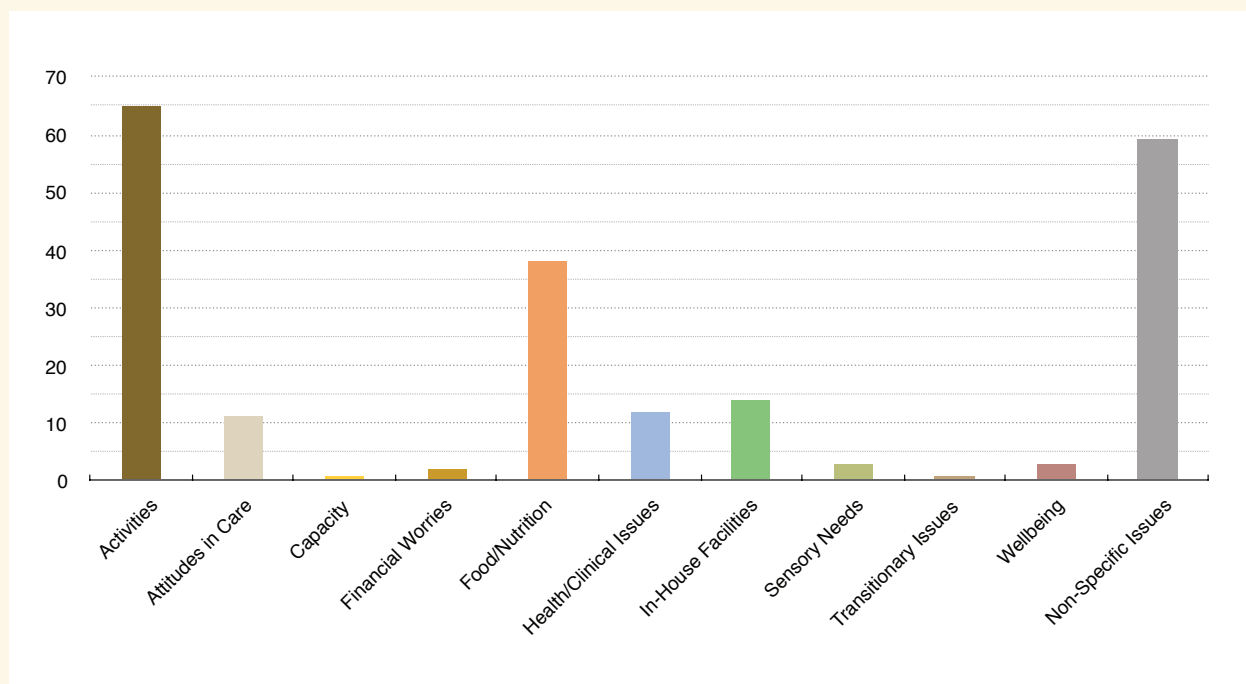


Other issues presented to Sage on a smaller scale include capacity issues, food/nutrition issues and activities (in care homes).



Resident group meetings and regular visits to care facilities

From October 2014 to December 2015 207 Resident's Group meetings were recorded on our database. As well as issues that may arise at these meetings, it is a great source of general discussion and reminiscence for the Residents. When issues do arise, they are recorded on our system. During the period mention above, the following issues were reported by Residents:



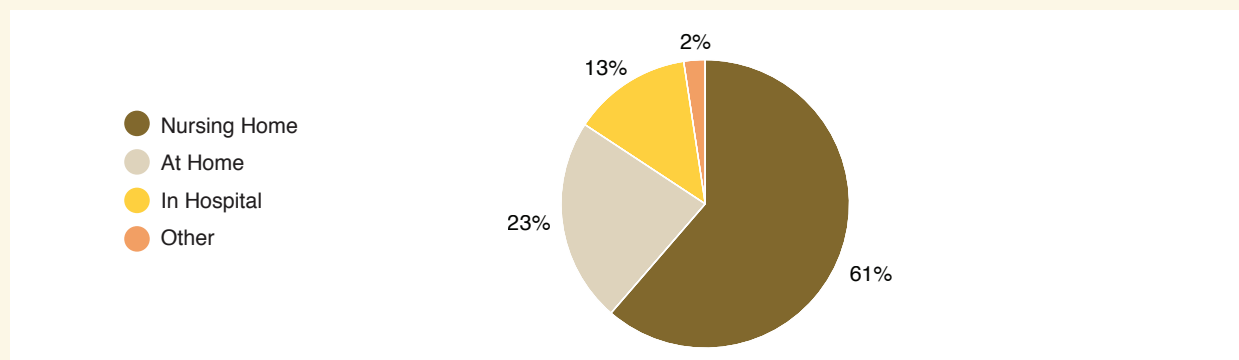
Over 700 regular visits occurred in 2014 and 2015 in 84 different Care Facilities. During regular visits, Sage Representatives visit the care facility they are assigned to and speak to the residents individually or in small groups. This is then reported on our database as a 'regular visit'.

Engagements

When a Development Worker visits a Care Facility and introduces the Sage Service, it is then logged on our system as an 'engagement'. An engagement consists of arranging to meet the staff members and presenting information about Sage and the services we provide. A follow up meeting in the same location may also occur. For the period of 2014 and 2015, over 470 Engagements were recorded.

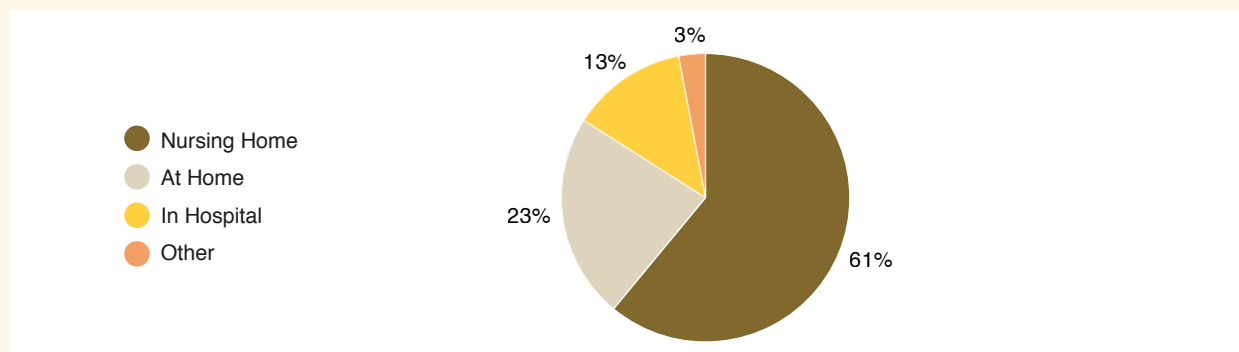
Clients

A total of 375 Clients used the Sage Service in 2014 and 2015.

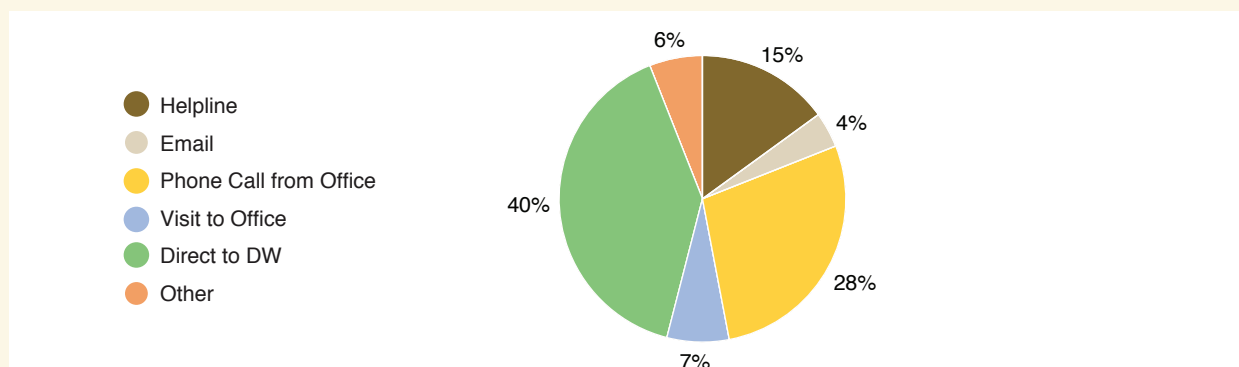


'Other' refers to long term mental health facilities, community services (such as Simon Community) and social housing services.

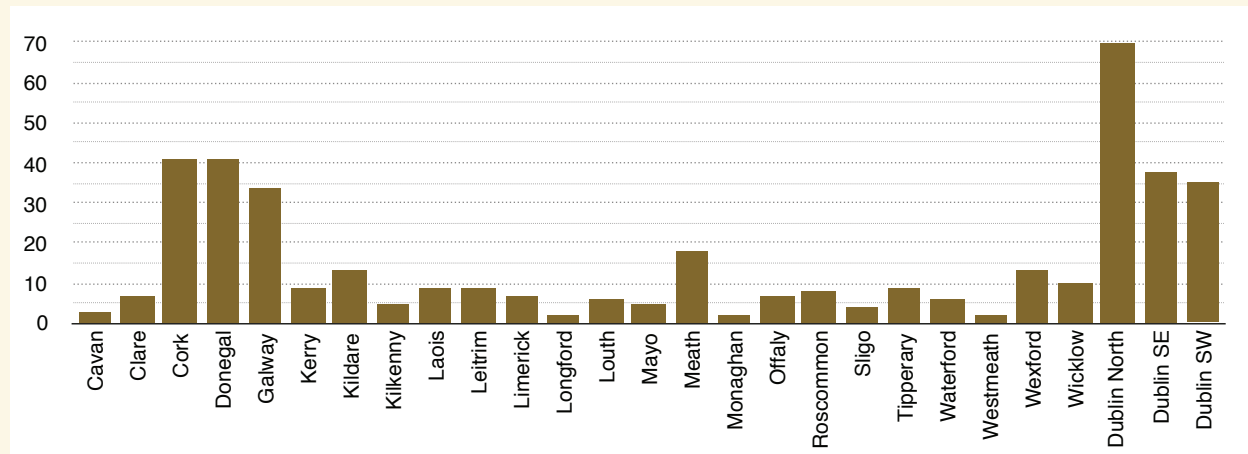
Our oldest recorded Client is 105 and our youngest Client is 54. The average age Client Sage interact with is 79 and the most common age Sage interact with is 88. The main source of Cases referred to Sage come from Nursing Homes.



The main source of initial contact to Sage come in through our Development Workers.

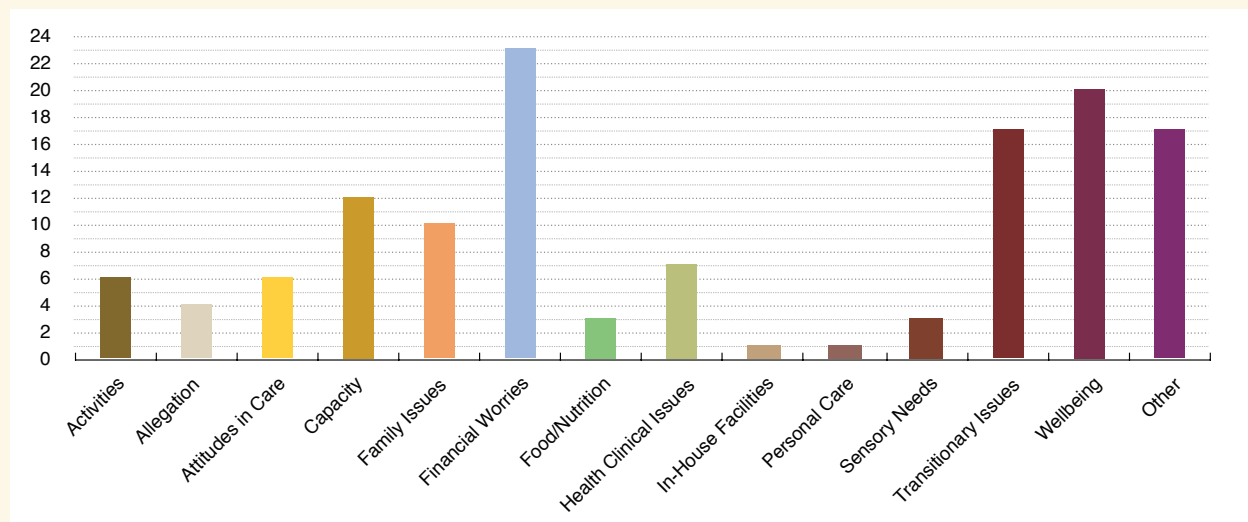


Locations of clients



Information & Advice / Rapid Response Service

From November 2014 – February 2015, 566 Nursing Homes and Hospitals were contacted and informed about Sage’s national information and advice line. 138 calls were made to the helpline in 2014 and 2015.



Outcomes

The Research, Impact & Evaluation Work Group of the National Advisory Committee started to focus on the issue of outcomes in July 2015. Outcomes in advocacy work can be very difficult to assess, nevertheless, a basic system for recording outcomes from differing perspectives was being finalised in December 2015.



The Work of Sage

To illustrate the work of Sage during the establishment phase a number of scenarios are listed below. These scenarios are informed by and are typical of the cases and issues which Sage engages with.

Scenario 1

A Country Gentleman

Fred is a 72 year old gentleman who worked up until 65 years and intended to rear horses on his land in his retirement. He owns a property elsewhere which he had rented out for many years. Someone had moved into this rented house and was not paying any rent although a rent had been agreed. He has since asked this someone to leave as he wishes to sell the property. Since retirement Fred has been subject to both financial and verbal abuse by a family member and this individual has requested money from him on many occasions. Fred contacted SAGE with his concerns and when his Development Worker asked how he would like to manage his concerns he firstly decided that he would like to have a full medical check-up as a relative was suggesting that he had dementia. He had this assessment and was given a clean bill of health, a copy of which was sent to his GP. Fred also decided that he would like to change his Solicitor and his Bank Manager as his relative had influenced both of those individuals into thinking that Fred was suffering with dementia and was unable to manage his own affairs. A conversation had (on the golf course) by the above people was relayed to Fred inadvertently and he was furious. The Development Worker agreed to support Fred and he signed an Authority to Act form which allowed the Development Worker to set up meetings for him with a potential new solicitor and bank. He subsequently did this and transferred all his assets into the new bank. It is interesting to note that both his new solicitor, his bank and his GP have all been harassed by the relative concerned and in fact the GP has been somewhat threatened in his care of Fred. The most recent interaction has been that Fred went to sell his property and his relative has blocked the sale with the property agent citing the fact that Fred suffers from dementia and is not of sound mind in which to sell his property. To date he has lost two sales for this reason. In the interim Fred has been diagnosed with Parkinson's disease and his mobility issues have become quite poor over the past year. He has recently had a further assessment with the same Geriatrician who once again has given him an all clear in relation to Dementia. Fred has made his will and has also set up an Enduring Power of Attorney should it ever be needed and has named two very helpful neighbours to be his power of attorney. The Development Worker is anxious that Fred continues to be harassed by his relative at every opportunity and appears to obstruct him in every way. The Development Worker continues to work with Fred on an intermittent basis and when he requires support.



Scenario 2

Heading Home

John is a citizen of another EU Country but has lived in Ireland for over a decade working in construction. As a result of alcohol abuse he sustained a catastrophic brain injury and currently has no capacity. He was being cared for in an older persons' unit which was highly unsuitable for his needs. Sage was invited to represent him as many of his colleagues reneged on him following his injury. The Development Worker with Sage met with John and assessed his needs. He was not in a position to sign an Authority to Act form and so the Development Worker agreed to work in a non-instructed way with the client. The Development Worker firstly identified that John had a son living in another Country and made contact with him. He subsequently made contact with his other relatives who said they would like John to be returned home. They do understand his needs, and are trying to identify a suitable care home for him in his home country. The Development Worker organised that John might have a full assessment in the National Rehabilitation Hospital in Dún Laoghaire so that both his physical and mental capacity might be assessed pending any return home. The Development Worker has also been investigating the possibility of accessing the any Department of Social Protection arrears on behalf of this man as there is one full year of disability pension available to him. However the difficulty is that no one has agreed to take this responsibility on for John so the Development Worker is considering the position of becoming an agent for the man but this would require Sage to lodge this money on his behalf to cover the partial cost of his returning home. This case is currently ongoing.



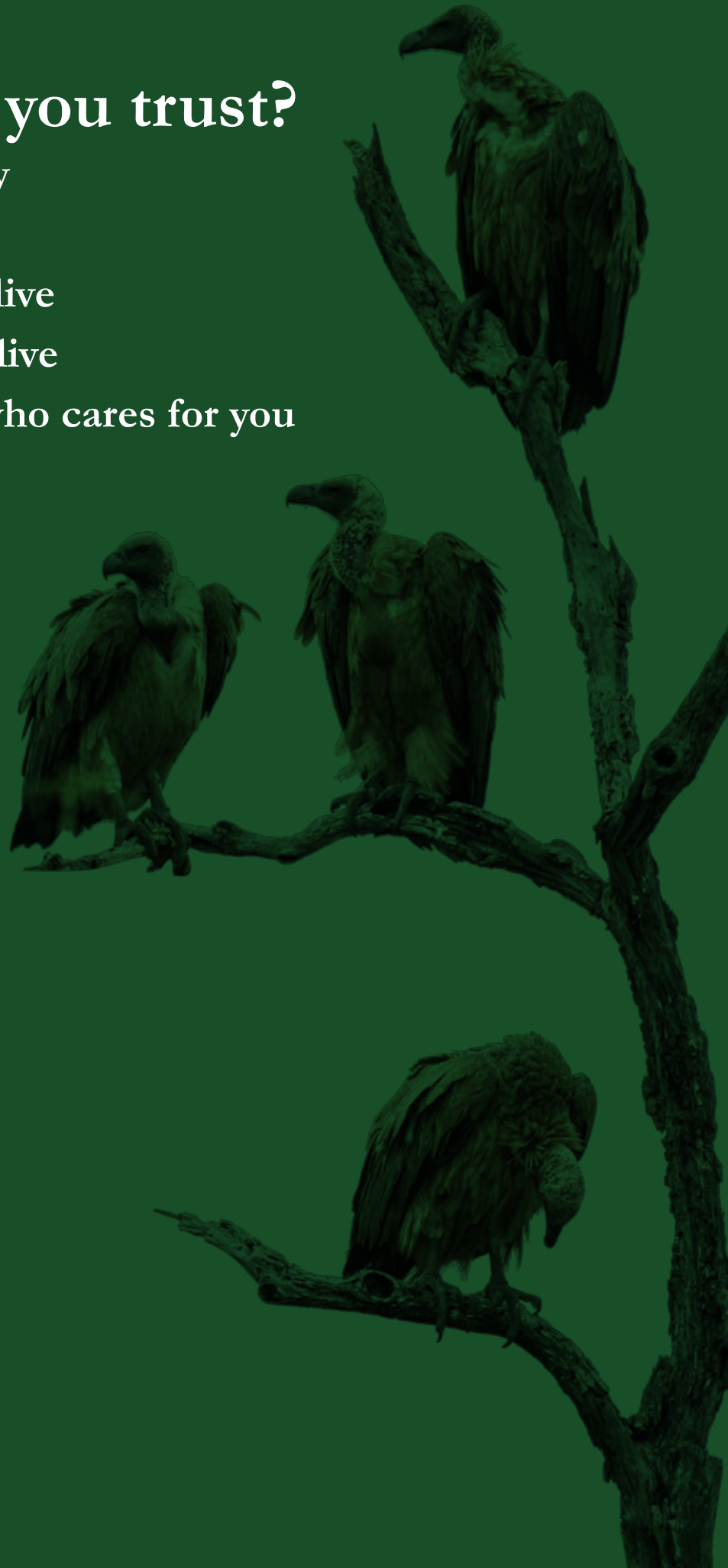
Scenario 3

Putting Affairs in Order

Mr and Mrs Thorpe have lived in another country for most of their lives and decided to return to Ireland to retire, buying a bungalow for themselves. Unfortunately, Mrs Thorpe developed dementia and when her husband collapsed on the street she was taken along with him to the hospital where they remained unidentified for some weeks before a relative phoned. Mr. and Mrs. Thorpe were both transferred to a Nursing Home in the area on discharge. Both Mr. and Mrs. Thorpe were married before they married each other had children from the previous marriages. The first undertaking by the Development Worker was to access medical cards for the clients as they were receiving large bills for their hospitalisation, medicines and GP visits. This proved difficult as the Development Worker could not access the documentation required for this purpose as she had no knowledge of their affairs and Mr. Thorpe did not wish any of his children involved due to previous negative interactions. Mr. Thorpe was also worried about the cost of care in the nursing Home and the fact that he was receiving large bills each month and no means to pay these. He was able to advise that both he and Mrs Thorpe had pensions in the previous Country they lived in, a number of properties and quite a lot of savings. The first thing was to repatriate their pensions and the Development Worker wrote to the pensions section in their last Country of residence who would not actually not deal with postal applications and stated they needed to speak with the clients themselves as they need to give security details. This has still not been achieved as neither client can recall their security details. The Development Worker then wrote to each of Mr. and Mrs. Thorpe's banks asking for their funds to be transferred into their Irish accounts where they might access these funds. None of the Banks even replied to the Development Worker. The Development Worker then applied for the Nursing Home Support Scheme and managed after some time to receive the loan based on the value of their Irish property. Mr. Thorpe then asked the Development Worker to help him to sell his car which had been sitting outside his house since his initial hospitalisation. After some time this sale had been resolved as the son had taken both the car keys and the documentation for the car. Due to this, the Development Worker had to contact the Vehicle Registration office in Mr. Thorpe's previous Country of residence and had to request replacement documents. The cheque was finally then lodged into the Mr. Thorpe's account. The next request from Mr. Thorpe was to help him with the sale of his previous home. The Development Worker worked with Mr. Thorpe's Irish Solicitor to manage the sale via the previous residence's Estate agent and Solicitor. The sale of this property has been agreed with the Mr. Thorpe who is satisfied with the outcome. When complete the funds will be lodged directly into the Mr. Thorpe's account where he can subsequently pay his outstanding bills for the Nursing Home and other outstanding bills. Mr. Thorpe was very grateful for the support of Sage as he was physically immobile and has recently been diagnosed with a serious illness. He would like to have his affairs in order before he dies and so the Development Worker will continue to assist him in whatever his needs might indicate.

Who would you trust?

- ... with your money
- ... with your life
- ... with where you live
- ... with whom you live
- ... with choosing who cares for you



sage

Support & Advocacy Service
for Older People

Information & Advice

Sage provides information and advice on how to access
independent support and advocacy services



Rapid Response Service

Where urgent support is required an experienced Sage Representative
can be available nationwide within 48 hours

Nothing about you / without you

Sage Support & Advocacy Service for Older People

24-26 Ormond Quay Upper Dublin 7 / T: 01 536 7330 / E: info@sage.thirdageireland.ie / www.sage.thirdageireland.ie

A Third Age Ireland Programme in partnership with the HSE, The Atlantic Philanthropies & Nursing Homes Ireland

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