



Supporting older people to age at home

ALONE provides services to older people nationwide. Such services include:

- National Support Line
- Visitation, Support and Befriending
- Support Coordination
- Telephone Support and Befriending

National Support Line 0818 222 024- The ALONE National Support Line is a service that operates from 8am-8pm 7 days a week, 365 days a year. ALONE has an agreement with the Samaritans so that calls out of hours are answered.

Visitation, Support and Befriending -ALONE have befriending services established in Service Hubs. ALONE has processes in place for recruitment, training and supervision in place for all volunteers. Where there is a need we are unable to meet we have 71 partner organisations under Befriending Network Ireland. ALONE has capacity to take older people for our befriending services at a national level. We continue to accept and process referrals for all ALONE services.

Support Coordination -All older people referred to ALONE undergo a comprehensive assessment to establish the support required and provide such support. ALONE has capacity to take referrals for older people regardless of complexity. ALONE explores avenues with partners to meet specific needs arising from the comprehensive assessment.

Telephone Support and Befriending offers a regular call to an older person from a team of trained volunteers. This service currently operates from 9am-4pm Monday-Friday.