



**ALONE's dedicated referral line for professionals is now open.** This line is **specifically for professionals in Local Authorities, Local Development Companies, Hospitals, Primary care services, the HSE, GP's, members of PPN'S and other community services** to refer older people into ALONE.



**Dedicated Referral Line Number**

**01 223 3632**

**Monday – Friday 8am – 8pm**

**Saturday – Sunday 9am – 5pm**

The purpose of the phone line is to provide a **referral pathway** from Local Authorities, the HSE, GP's and other community services back into ALONE. The phone line is operational seven days a week, Monday - Friday 8am - 8pm, Saturday – Sunday 9am – 5pm. This number is not for general public distribution, it is specifically for professionals who wish to make a referral, all older people should continue to phone their dedicated local authority number or ALONE's national support line number 0818 222 024.

Currently we are referring new requests for practical support as they come in to our National Support line to each Local Authority. As local authorities are coordinating the delivery of practical supports, we are still seeing an increase in referrals coming through to us to address other support needs. The establishment of this dedicated referral line provides Local Authorities, the HSE, GP's and other community organisations with a point of contact back into ALONE to avoid going through the national support line number.

Referrals can be made to ALONE's **daily telephone service**, this service will proactively call older people who would like daily contact and reassurance and we will also identify through these calls any additional needs that may emerge for them.

We also manage a **vulnerable adult lists** in collaboration with the HSE where we can identify and refer individuals with clinical needs, we are happy to take referrals from Local Authorities, GP's and all community services that identify vulnerable adults who have additional support needs. ALONE are continuing to support with all other issues that are coming up for older people including issues in relation to **physical and mental health, facilitating hospital discharge, isolation, loneliness, housing and finance**. We are actively addressing these needs through our own staff and volunteers and in collaboration with our partners.

As there is a significant increase in the numbers of people that are presenting to all local services, we are keen to ensure that those who reach out for support during this pandemic are offered both immediate and long term support solutions. We are actively working with Local Authorities, Local Development Companies, Hospitals, Primary care services, the HSE, GP's, members of PPN'S and other community services to identify the best ways that all services can work together. This is ensuring local community services are supported in sustaining their much needed services and identifying the most efficient ways to navigate vulnerable people into individual services.

This structure ensures that all vulnerable people are supported and safeguarded both now and into the future.

This dedicated phone line has been developed in response to the demand and ALONE will continue to develop new processes and services where there is a need identified.

Our aim is to fast track communication lines between all organisations responding to this Covid-19 pandemic, in turn responding to vulnerable people's needs quickly through collaboration and partnership.

### **You can make a referral to ALONE by:**

- **Contacting our dedicated referral line on 01 223 3632**
- **Via our online referral form at ALONE.ie <https://alone.ie/>**

All older people can continue to contact us for advice, reassurance and support on our national helpline.



**CORONAVIRUS HELPLINE FOR  
OLDER PEOPLE:  
0818 222 024**

If you have concerns or queries about COVID-19  
call ALONE's dedicated support line, 8am-8pm

Coronavirus  
**COVID-19** 