

## **PERSONAL SUPPORT SERVICES**

### *Information leaflet for Health Professionals*

#### **What is a Personal Support Service?**

Personal Support Service includes the Personal Assistant Service, the Facilitated Personal Assistant Service and Home Support service. These services aim to support the self care needs as well as the home and community living needs of the individual. The specific service required will depend on the extent the individual wants to direct the service. This is an area that can be discussed and decided on at the time of the assessment.

#### **Who provides these services?**

The Disability Care Group of the Health Service Executive West are responsible for the administration of these services. The Disability Care Group work in conjunction with various Voluntary Agencies in the area who actually provide the service to the individual.

#### **Who can avail of these services?**

To be eligible for these services the client must have a primary disability that is either physical or sensory in nature.

#### **What if the client has a primary intellectual disability but also has some physical disabilities?**

You will need to contact the Area Manager for Disabilities.

#### **Is there an age limit on this service?**

The service is available to adults under 65 years of age. If a child under 18 is in need of a service you will need to apply on the same application form. These applications are dealt with in a separate process.

#### **How can I apply for this service?**

There is a standard application form which must be completed. These are available through the local Disabilities Office.

#### **How soon after applying does a client get a service?**

If a client is deemed eligible an assessment of the individual's needs must be completed before a service is considered. It is difficult to predict how

soon a service can be put in place as there are many factors involved. There are financial limitations on the service so it is imperative that there is a transparent and equitable means of prioritising applications and subsequent assessments. Please refer to the outline of the process below.

#### **The Process:**

1. Complete application form and send to the Area Manager for Disabilities.
2. An Assessment of need is carried out and a report with recommendations for assistance is completed by the client and the Agency.
3. All completed assessments are prioritised based on need at a monthly multi-agency meeting.
4. Allocation of services are subject to a prioritisation process and available funding.
5. When a service has been allocated the voluntary agency appointed to deliver the service will contact the applicant and the details of the service will be discussed at this time.