

The Assessment Process

1. Completed application form is sent to the Area Manager for Disability Services. An assessment is completed and if appropriate with recommendations for assistance.
2. All completed assessments are prioritised based on need at a monthly multi-agency meeting
3. Allocation of services is subject to the prioritisation process and the available funding.
4. When a service has been allocated the voluntary agency appointed to deliver the service will contact you and the details of the service including how many hours are allocated to you, will be discussed at this time
5. A list of the Voluntary Agencies can be obtained from the Area Manager, Disability Services.

Questions and Answers

Q. *Once the hours of support services have been agreed in the assessment, am I guaranteed all those hours?*

A. *Every effort is made to meet your requirements, however, due to funding limitations, it may not be possible to provide all the requested hours. Your needs will be constantly reviewed. If you remain unhappy you have the right to appeal.*

Q. *Why is the assessment needed? Could I not just let the Health Service Executive West know what I need?*

A. *The assessment was introduced for a number of reasons:*

- 1. *To ensure a delivery of a consistent and fair service to all applicants.***
- 2. *To allow a record of need/unmet need to be collected. This record of unmet need will be highlighted nationally when trying to source additional funding for Personal Support Services.***



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

PERSONAL SUPPORT SERVICES (PPS) Information for service user

What is PSS?

Personal Support Services aim to support the self-care needs as well as the home and community living needs of an individual. The specific service will depend on the extent the individual wants to direct the service. This is an area which can be discussed and decided on at the time of the assessment.

Who can avail of these services?

To be eligible for these services you must have a primary disability that is either physical or sensory in nature. The service is available to people over 18 and under 65 years of age.

How can I apply for this service?

There is a standard application form, which must be completed. These are available through the Area Managers for Disability Services. They are also available through the Voluntary Agencies and Public Health Nurses.

For more information you will need to contact the Health Service Executive West Area Manager for Disabilities

North Tipperary

Area Manager
Disability & Mental Health Services
Health Service Executive West
Gortlandroe Business Park
Nenagh
Co. Tipperary

Tel. (067) 46711

Limerick

Area Manager
Disability Services Limerick
Health Service Executive West
South West Wing
St. Joseph's Hospital
Mulgrave Street
Limerick

Tel. (061) 461201

How soon after I apply can I get a service?

Before a service can be given an assessment of your needs must be completed. It is difficult to predict how soon a service can be put in place, as there are many factors involved. As there is a limited amount of funding, it is important that an equal and fair means of prioritising applications and subsequent assessments. Please refer to the outline of the application process overleaf.

Who provides these services?

The Disability Care Group of the Health Service Executive West is responsible for the administration of Personal Support services. The Disability Care Group works with the various Voluntary Agencies in the area who provide the service to the individual.