

FEEDBACK FROM OUR PHONE LINE CLIENTS

"...I like getting the call,
it lifts my spirits & I look
forward to it. All the
operators are very nice and
make you feel at ease"

"It helped greatly & you
fell less lonely with the
calls. It is good to have
someone to talk to"

"I'm here all day
by myself, I'm
waiting on the
call"

"My family feels more
reassured, glad that
someone is contacting
me when they are away"

CONTACT DETAILS

TERESA CONDRON

Social Care Coordinator

Email: teresacondronrise@gmail.com

OR

RITA O'LOUGHLIN

Development Worker

Email: ritaoloughlin@gmail.com

Address: New Ballagh Centre,
Rossinver, Co. Leitrim

Telephone: 0719854928 /
0719854030



An Roinn Coimirce Sóisialaí
Department of Social Protection
www.welfare.ie



An Roinn Gnóthaí Eachtracha
agus Trádála
Department of Foreign Affairs
and Trade

Rossinver Community Development Company CLG,
Reg. No.: 252415 Reg. Address: New Ballagh
Centre Rossinver County Leitrim.

Supported by the Department of Social Protection
under the Community Services Programme.
The Community Services Programme is
a Pobal managed programme

ROSSINVER CALLING

HELPING YOU STAY IN TOUCH

**A FREE, CONFIDENTIAL,
FRIENDLY CALL SERVICE FOR
OLDER ADULTS IN NORTH
LEITRIM, NORTH SLIGO,
WEST CAVAN & SOUTH
DONEGAL**



Telephone
071 9854928 or 54030

Rossinver Calling is a service which is provided
by the RISE Project, located in the New
Ballagh Centre, Rossinver, Co Leitrim.

ROSSINVER CALLING

Background

Rossinver Calling is a completely free and confidential friendly phone line service provided to older people living in North Leitrim, North Sligo, West Cavan & South Donegal. It has been in operation since 2009.

Rossinver Calling is part of the RISE Project and is managed by Rossinver Community Development Company. The RISE Project provides a range of services to support and maintain older people within their own homes and community.

Rossinver Calling is funded by Pobal and the HSE. We are currently providing friendly phone calls to over 80 individuals each week.



The New Ballagh Centre

Who does it benefit & how does it operate?

Rossinver Calling provides the opportunity for social contact and reassurance to older people and their families. This service is especially aimed at persons over the age of 55, who are socially isolated or lonely, and/or those who are limited in their ability to get out and about. The call service can also provide the opportunity to raise awareness for clients of potentially useful services and to signpost clients to other organisations as required. It can also act as a reminder for important appointments.

The phone line is operated by a team of staff and volunteers who are fully trained and Garda vetted. The phone line operators will contact the person at a regular pre-arranged day and time. If the person does not answer the phone at the pre-arranged time, we will try a number of times after that, if there is still no response or if the person does answer but they seem distressed or unwell, the phone line operators will respond by alerting the designated contacts. This can provide particular reassurance if the older person is living alone in a rural area, prone to falls, wandering or other health issues.

The phone line operates Monday to Friday from 9.30am to 2pm and also on Tuesday and Thursday afternoons until 4pm. An individual can receive up to five phone calls per week if they wish.

How can the service be accessed?

Clients can be referred by health care professionals, social care workers, occupational therapists, mental health professionals, family members or by self-referral. If you know someone that you think may be suitable for our service simply contact us here at the Ballagh Centre and we will send you out a referral form. Once we receive the referral we will contact the referred person to inform them more about our service and send them (or their family members/carers if necessary) an application form. Likewise if you know someone who would like to self-refer please provide them with our contact details (see overleaf).

Other Services We Offer:

The RISE Project offers a range of other services to support older people to live independently in their own community. In addition to the friendly phone call service the RISE Project also provides a one to one befriending service, coordinates 4 Feel Good Clubs & also provides training and educational courses.