



# Homecare Service

Quality  
assessment and  
treatment delivered  
to you remotely



## St Patrick's Mental Health Services

St Patrick's Mental Health Services is Ireland's largest independent, not-for-profit mental health service provider, providing inpatient and homecare services from sites at St Patrick's University Hospital, St Patrick's, Lucan and Willow Grove Adolescent Unit, as well as community and outpatient services through its nationwide Dean Clinic network.

### What is the Homecare service?

The Homecare service is a tailored mental healthcare service, offering inpatient-like assessment and treatment options remotely, accessed from your own home. This service involves the highest levels of one-to-one mental health support, delivered through daily or more frequent contact over video call, email or phone.



## Who can avail of this service?

The Homecare service is available to adults and adolescents from the age of 12, with presentations across a range of mental health issues.

These include, but are not limited to:

- Addictions and dual diagnosis
- Anxiety disorders
- Bipolar disorder
- Depression
- Eating disorders
- Psychosis
- Mental health difficulties in older adults.

## What can I expect from this service?

The Homecare service provides a level of care similar to that provided to an inpatient, however, all elements of this service, including assessment, can be delivered to you remotely via telecommunications. This does not include a physical assessment.



If you are availing of the Homecare service, you will:

- have an individual care plan
- be placed under the care of a consultant psychiatrist and assigned to a specific multidisciplinary team (MDT)
- be contacted by a member of your MDT at least once every day, by videocall where available and, where not, by phone
- participate in a MDT meeting by video or phone at least once every week
- have regular medication and prescription reviews, and supply of medication through community pharmacies
- receive appropriate individual therapy sessions with members of your MDT, delivered by videocall
- be provided with ongoing psychotherapeutic interventions, delivered remotely
- have support available 24 hours a day, seven days a week
- receive remote access to therapeutic, social and recreational activities.

We liaise with local pharmacies to safely arrange supplies of medication that you may need as part of your support. The cost of this medication is covered by St Patrick's Mental Health Services.

### Who is part of a multidisciplinary team (MDT)?

- Psychiatrist
- Registrar
- Psychiatric nurses
- Team liaison nurses
- Clinical psychologists
- Counselling psychologists
- Social workers
- Occupational therapists
- Pharmacists

Other specialist therapists may also be involved in your care.

## Social and recreational activities

St Patrick's Mental Health Services has developed a range of activities delivered via Microsoft Teams. We provide social, recreational and therapeutic programmes, which we encourage participation in as they are recovery-based.

Activities include:

- Daily morning lecture (Mon - Fri)
- Weekly occupational therapy lecture
- Social work lecture
- Open dietetics
- Morning/afternoon anti-tension relaxation
- Mindful yoga
- Yoga nidra
- Art therapy
- Introduction to mindfulness
- Pillars of Wellness programme

We also offer one-off activities that may be of benefit to, and enjoyable for, service users.



## How do I access the service?

Access to the Homecare service is through a referral from your GP or healthcare provider. All referrals are assessed for suitability for Homecare services.

If you need immediate mental health support or if you have an urgent query in relation to referrals or treatment outside of these hours, please call **01 249 3200**.

## Is there technical support available?

Through the use of video call, phone or email, the Homecare service delivers the care you need, using the best available and most appropriate technology. Our dedicated Service User IT Helpdesk can assist you if you need technical support or if you have any issues accessing your appointments through Microsoft Teams.

This helpdesk is available Monday - Friday, 9.00am to 5.00pm at **01 249 3629** or by email: **[suits@stpatricks.ie](mailto:suits@stpatricks.ie)**





## Your Portal

St Patrick's Mental Health Services' online service user portal, 'Your Portal', enables you to record, share and view your own health-related information using your computer, smartphone or tablet."

'Your Portal' will provide anyone on Homecare with the option to share their records with other healthcare providers or supporters such as a family member or GP.

For more information on 'Your Portal', please visit **[www.stpatricks.ie/your-portal](http://www.stpatricks.ie/your-portal)**



## Frequently Asked Questions

### 1. How is suitability for Homecare assessed?

All referrals for Homecare are reviewed by a consultant psychiatrist and a team of experienced clinicians to assess suitability. Service users are fully informed of their options in advance and are given the opportunity to discuss them in detail with our team. Anyone accessing our services remotely is provided with guidance and instructions before their scheduled appointment or virtual admission.

### 2. Is Homecare covered by health insurance providers?

All of the main health insurers provide the same level of cover for Homecare as they do for all other services.

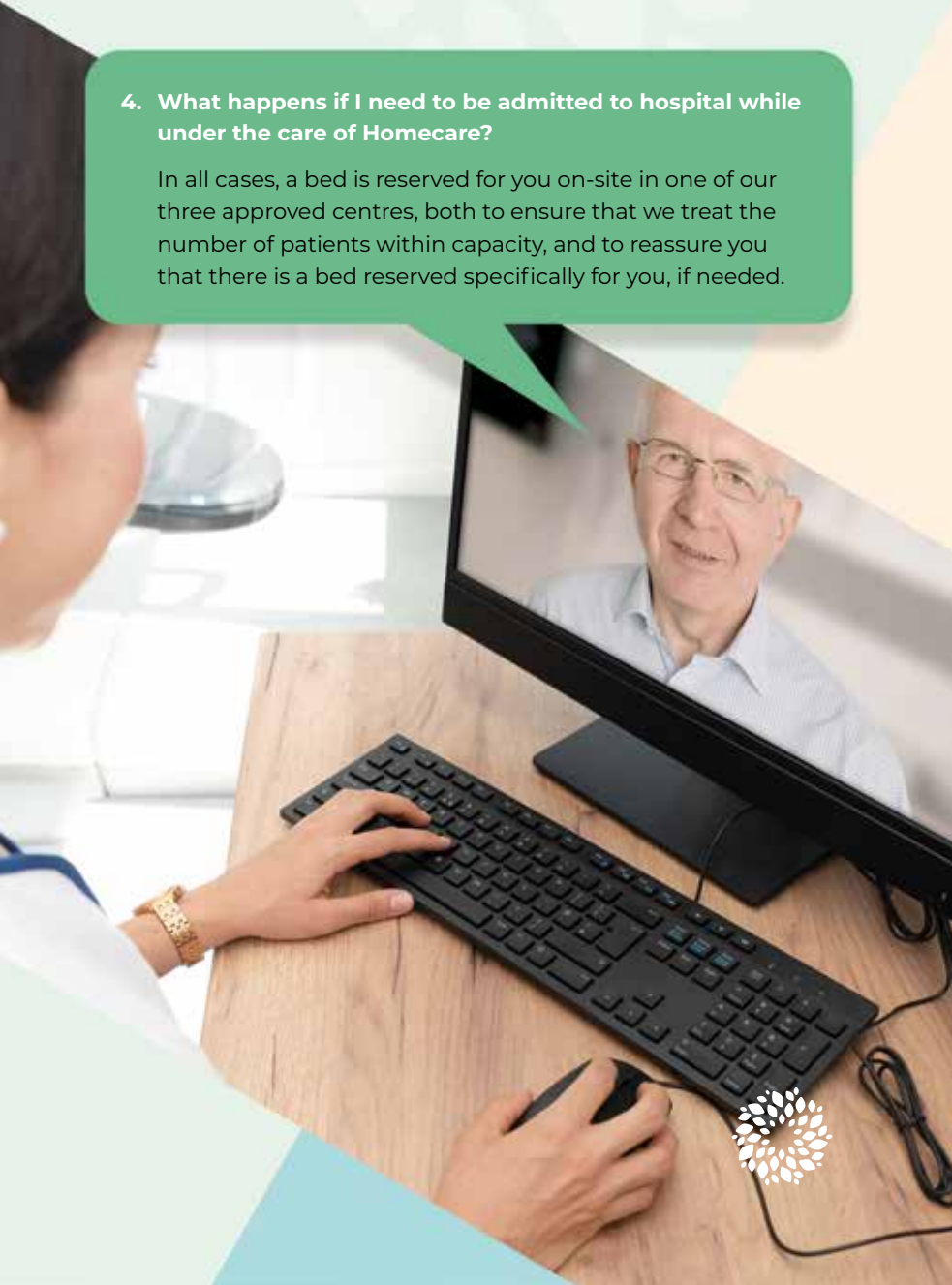
### 3. Will I receive the same level of care as I would on-site?

Homecare is designed to provide an effective alternative service to inpatient on-site admissions and the assessment, care and treatment is comparable in many ways to that received by service users who are on-site. However, as with all mental healthcare interventions, successful recovery needs the full and active participation of the recipient of care.



**4. What happens if I need to be admitted to hospital while under the care of Homecare?**

In all cases, a bed is reserved for you on-site in one of our three approved centres, both to ensure that we treat the number of patients within capacity, and to reassure you that there is a bed reserved specifically for you, if needed.







**IRISH  
HEALTHCARE  
AWARDS**

2020

**WINNER**

## Irish Healthcare Awards

St Patrick's Mental Health Services' Homecare service was awarded the 'Mental Health Initiative of the Year' in the 2020 Irish Healthcare Awards, Ireland's leading medical awards.



## **St Patrick's Mental Health Services**

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**[www.stpatricks.ie](http://www.stpatricks.ie)**

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