

# Foreword



The Monaghan Age-Friendly Alliance is delighted to launch our Age-Friendly County Strategy. The strategy reflects a significant body of work produced in a short timeframe exemplifying the cooperation and support of the partners within the Alliance and the encouragement received from older people across the County and in particular the newly established Monaghan Older People's Forum.

Based on the World Health Organisation's Eight Themes within their framework, our strategy outlines our aims and visions for delivery of services in County Monaghan that will improve the quality of life for our ageing population. This strategy was drafted after much consultation with older people across the length and breadth of County Monaghan.

Monaghan Age-Friendly Alliance is focused on operating within existing structures by exploring how resources can be aligned and used with maximum efficiency and effectiveness. The Alliance is confident that by listening to the voice of the older people and incorporating the learning from the process to date, Monaghan will continue to work collaboratively with other Counties in the North East Region and across the Island of Ireland ultimately feeding into the production of a model that will be an example for other Counties, Cities and Communities around the globe.

**David Fallon**

Chairperson  
and Acting County Manager



# An Invitation to All Older People in Monaghan

This document outlines a new and ambitious strategy to improve the lives of all older people in Monaghan. You are invited to take part by making your own contribution to the plans that are being developed.

They aim to make Monaghan an 'Age-Friendly County', with all agencies working together to promote and maintain the best possible health and well-being of older people, and to make the County itself a great place to grow old in.

Monaghan is part of the north east regional age-friendly county programme roll out and will assist in developing models that can be replicated across Ireland and the globe.

## A New Alliance and a New Strategy for Older People

The Strategy, and the very specific plans it contains, was developed by Monaghan's **Age-Friendly County Alliance**, a newly-established partnership of

- Monaghan County Council
- Monaghan County Development Board
- The Health Services Executive
- The Gardai
- Monaghan VEC
- Dundalk Institute of Technology (DKIT)
- Citizens Information Centre
- The Ageing Well Network
- Older People's Forum for County Monaghan
- Monaghan Integrated Development
- Rural Transport Programme
- Department of Social Protection

## A Plan Developed **With** Older People, **For** Older People

Older people are at the heart of the Strategy, and your responses and contributions will be vital to developing the plan further, and to setting the priorities for action by the partners.

This *Strategy and Action Plan* has grown out of earlier consultations with older people and organisations working with them. It presents the vision of the new partnership, and is intended as a clear statement of aims and approaches, and an outline of practical and cost-effective ways to achieve them.

## Why a New Focus on Older People?

The world's older population is increasing, with people living longer and healthier lives, and experiencing older age very differently from their grandparents' generation. In Ireland, though the change is happening later than other European countries, the number of people over 65 (for decades around 11% of the population) is rising and may stand at around 20% of the population by 2036, and will include many more people aged over 80.

However, this does not have to represent an increased 'burden' on society, because older people can and do contribute through paid employment, unpaid volunteer work and caring.

Policies and practices everywhere have been slow to reflect these new realities, but the Irish government has already committed itself to devising a national strategy for older people. The Programme for Government has committed to completing and implementing the National Positive Ageing Strategy so that older people are recognised, supported and enabled to live independent full lives.

The Strategy will set the strategic direction for future policies, programmes and services for older people in Ireland. It will set out a common framework for the development of operational plans by a number of Government Departments which will clearly set out each Department's objectives relating to older people. Mechanisms designed to monitor the implementation of measures contained in operational plans will also be included in the Strategy. It is not envisaged that the Strategy will propose new service developments. Rather, it will set the strategic direction for future policies, programmes and services for older people in Ireland.

A considerable amount of preparatory work has already been completed. The drafting of the Strategy will proceed within the Department of Health within the constraints of available staff and other priorities. At this stage it is envisaged that the Strategy will be completed and published as soon as possible within these constraints.

The new action-focused strategy and plans in Monaghan can show the rest of the country what is possible, bringing about change, not through greatly increased expenditure, but through imaginative use of existing resources, including the resources of older people themselves.

## How did the Monaghan Initiative Begin?

This Initiative is based on the World Health Organisation's Age-friendly Cities Framework and Guidelines – which were developed by 33 cities from across the world and involved a major consultation with older people in each of those places. One of the cities was Dundalk and was led by Rodd Bond, Director of the Netwell Centre in DkIT. Following this the WHO established the WHO Global Network of Age-friendly Communities and the Ageing Well Network were tasked with delivering a National Programme. In November 2008 County Louth became the first County to officially launch the adoption of the Initiative with a view to using a design and build approach culminating in the production of a model that could be replicated in other Counties, cities and communities globally. As a neighbouring County we were keen to share the learnings and adopt the process. Having the benefit of their experience meant our journey was efficient and effective and essentially was a replication of their model with local customisation.

The Monaghan County Age-Friendly Initiative was officially launched in September 2011 and the Dublin Declaration was signed by the County Mayor Mr. Seamus Coyle at a Ceremony in City Hall, Dublin which was overseen by Minister Kathleen Lynch, the Dublin City Mayor Andrew Montague and the Director of the Age-Friendly Initiative from the World Health Organisation Mr. John Beard. We then began a process of County wide consultation from September 2011 to February 2012 which included:

- Large round table questions and answers sessions which over 180 older people attended
- Representation from across the County, male and female, urban and rural and inclusive of all social-economic backgrounds
- Further regional consultation sessions which took place across the entire County
- Smaller focus groups and opportunities for individuals to have their say
- A range of one to one meetings with key service providers and the Alliance members
- A questionnaire circulation which gave people the opportunity to submit their ideas and thoughts in writing

This feedback from the in depth consultation was then presented in draft format for the consideration at the Monaghan Age-Friendly Alliance. The issues raised reflect the

issues presented by the older people of county Monaghan and their advocates. The suggested actions were based on the voice of older people in the county. Older people asked that their suggested solutions be presented in the context of a deliverable document, recognising the potential but also limitations of Monaghan Age-Friendly Alliance. In our strategy each action has been assigned a lead partner and a number of support partners. The key issues that older people raised were:

- Safety & Security
- Loneliness & isolation
- Transport
- Access to information on rights & entitlements
- Recreational, education and social opportunities



## What is the Thinking Behind the Strategy?

The Monaghan County strategy is grounded in sound international research and knowledge, and based on a number of important principles agreed by the partners in the Alliance, including:

- A recognition that older people are critical contributors to our society and are a valuable resource - A Bounty and not a Burden
- Communities that find imaginative ways of capitalising on the diverse assets of older adults can find ways of addressing many of their complex challenges and providing much needed services
- A commitment to the direct involvement of older people in deciding priorities, shaping actions and bringing about change
- An emphasis on improving the physical environment, and the understanding that where we live greatly affects how we live
- An awareness that age-friendly principles and practice create environments and communities that benefit all age groups, not just older people
- A linked awareness that everyone has an interest in these developments, because we all hope to be 'older' in time, and hope to live in a community and a society that respects, includes and cares for us
- A determination that Monaghan will set standards and share valuable learning's Nationally and Internationally

## What's in the Plan?

The plan covers eight specific areas for action to benefit older people, followed by a section on creating the right framework for getting the work done.

The **eight** areas are:

- 1 **Outdoor Spaces and Public Buildings** - lighting, seating, pavements, walk areas, signage, planning
- 2 **Transportation** - access, public transport, convenience, parking, taxis, rural transport schemes, multi sector collaboration

- 3 **Housing** - affordable housing, universal design, lifetime adaptability
- 4 **Respect and Social Inclusion** - consultation, visibility, changing attitudes, intergenerational programmes through education & sport
- 5 **Social Participation** - information, social capital, variety and range of events, easily accessible
- 6 **Communication and Information** - access to Information, age-friendly design, communication methods, promoting daily interaction
- 7 **Civic Participation and Employment** - volunteering, use of resources, mentoring programmes, post retirement employment and training
- 8 **Community Support and Health Services** - community and home based health and social care, co-ordination of service delivery, quality of care for all, access to adequate health care



## The Statistics for County Monaghan

Population is 55,997, 6,750 aged 65+

12.05% People over 65 (Above National Average of 11.03%)

Almost two thirds of population living in rural areas (65%)

Significant number of 65+ living alone (33% of 65+)

Higher than average number 65+ living alone with a disability

High volume of older isolated men living in rural areas



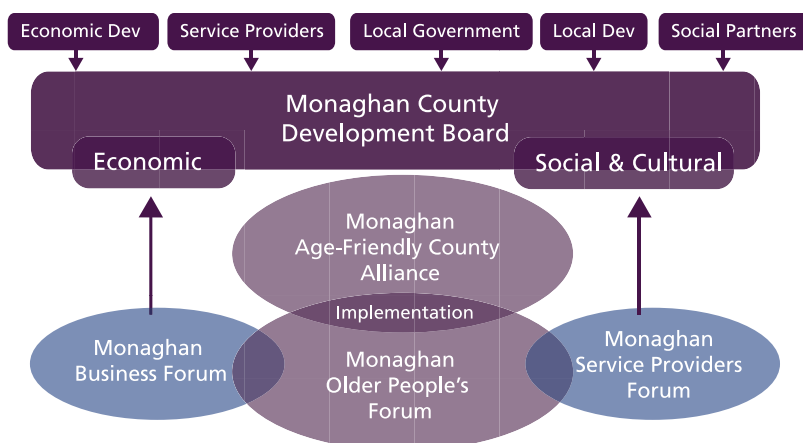
## County Monaghan Age-Friendly Alliance

The Age Friendly Alliance was formed in August 2011 and held its first meeting in September prior to the official launch. At this meeting all members pledged their commitment to the process and to working collaboratively and in partnership on specific areas that would lead to cost effective delivery and more efficient service design. The members of the Alliance represent the most senior key persons from the agencies ensuring that with decision making authority they are able to deliver actions that will ultimately influence the age friendliness of our services. They include:

A/County Manager from Monaghan County Council, Mr. David Fallon;  
 Area Manager from the Health Service Executive, Mr. Leo Kinsella;  
 Chief Superintendent from An Garda Síochána, Mr. Jim Sheridan;  
 CEO of Monaghan Vocational Education Committee, Mr. Martin O'Brien;  
 Director of the Netwell Centre at DkIT, Mr. Rodd Bond;  
 National Programme Manager from Ageing Well Network, Mrs. Regina Buckley;  
 County Co-Ordinator of Rural Transport Programme, Mr. Pádraig Smyth;  
 Development Manager of Citizens Information Centre, Mr. Phillip McCabe;  
 CEO Monaghan Integrated Development Ltd, Mr. Gabriel O'Connell;  
 Chair of the County Development Board, Mr. Pat Treanor;  
 Representatives from the Older People's Forum, Mr. PJ O'Harte and Mrs. Mary O'Reilly.

The Alliance members acknowledge that there is a great deal of progressive work being carried out by the members and their respective organisations, collectively through representation on Boards such as the County Development Boards and such. Through this much has been achieved to date but by focussing on the implementation of this strategy we will continue to improve service delivery, identify gaps and respond accordingly, work better together within our own organisations and on a multi agency basis, and ultimately aim to be as responsive as possible to what people have said.

## Our Structure & Position



## Age-Friendly Alliance Members



**David Fallon**  
Chairperson



# An Age-Friendly County: Vision, Aims, Outcomes

## The Vision

*In an Ireland that will be one of the greatest countries to grow old in:*

- Monaghan itself, its rural and urban environments, will be a great place to grow old in, enjoyed and appreciated by everyone for its quality of life.

*Monaghan will lead the rest of Ireland, showing how:*

- People of all ages benefit when communities are designed to be age-friendly, and when older people live healthy, active and fulfilled lives;
- Older people's talents, life experience and wisdom are valued and tapped into.

## Our Aims

- To increase the participation of older people in the social, economic and cultural life of the community, for everyone's benefit;
- To improve the health and well-being of older people in the county;
- To show how services and supports for older people can be made more responsive, caring, professional and accessible, through imaginative and cost-effective partnerships;
- By adopting the process and implementing the actions we will produce outcomes and demonstrate the benefits to be gained and the lessons to be learned from such a collaborative and innovative approach.

## Outcomes

*The ambition of this Strategy is that Monaghan will be a county in which older people will:*

- Be leaders in revitalising and strengthening the well-being of their communities;
- Feel and be involved and influential, and be valued for their life experience, talents and contributions;
- Be healthier, mentally and physically;

- Feel safe and secure in their homes and everywhere they are 'out and about';
- Have the necessary information and transport to access the supports and services they need.

## Checking Progress

The partners in the strategic Alliance will meet regularly and carefully monitor and measure the progress of implementation moving towards achieving all the ambitious outcomes outlined in the strategy. The County Development Board will be informed of the progress on an ongoing basis. The Older People's Forum will play the lead role in setting out the priority action areas.

# An Age-Friendly County: the Alliance's Approach

*The Alliance will achieve these aims and bring about these outcomes by working:*

## At County Level

- **Building on achievements** to date of successful initiatives in other counties, and on the plans and ambitions of organisations already working to improve the quality of life of older people in the County;
- **Ensuring the voices of older people are heard**, to inform the priorities of this Plan, through the Monaghan Older People's Forum and the evidence from research;
- **Forging strong and effective partnerships** between statutory agencies, older people's organisations and other bodies working at local level, to develop and implement a 'joined-up' Plan for older people. Cooperation between agencies will be maximised in order to provide high quality services;
- **Redesigning and improving current approaches**, and finding imaginative new ways to provide better services and supports for older people;
- **Using the expertise and resources of older people** and their organisations to bring about much of the change that is needed;

- **Setting ambitious but realistic targets** and measuring progress towards them;
- **Creating a number of ‘supporting forums’** – an Older People’s Forum, a business forum, and a forum for service providers and those intending to develop new services;
- **Changing mind-sets about ageing and older people** – moving beyond a view of older people as frail and dependent and a burden on society, to one in which older people play a critical role in providing services, creating new opportunities for economic growth and ensuring a better quality of life for people of all ages;
- **Building local recognition and support**, encouraging all citizens of Monaghan to take their own initiatives to make Monaghan a great place to grow old in.

### At Regional Level

- **Playing a strong role in the regional roll out of the programme** across the North East working closely with colleagues in Counties Cavan, Louth, Meath and Fingal looking at ways in which we can link up essential services and thinking outside the land borders.

### At National Level

- **Using the expertise and influence of national organisations** for older people and members of the Ageing Well Network to support and develop the project;
- **Sharing the experience and knowledge** from the Monaghan initiative with other Irish Counties who decide to develop their own age-friendly programmes;
- **Demonstrating the benefits and challenges** of working through the Monaghan County Development Board and existing local partnerships to develop more effective, professional and citizen-centred services.

### At International Level

- Participating with our Regional partners in the European Innovation Partnership in Active & Healthy Ageing with a view to strengthening capacity to meet the commitments set out in the Dublin Declaration as well as sharing best practices and promoting service innovation in age-friendly buildings, neighbourhoods and environments;
- Strengthening the County Monaghan initiative by linking with and learning from similar initiatives in other countries.



# 1 Outdoor Spaces and Buildings

*“The library is great, I can’t read all that well but I still go all the time they are very nice there”*

## Issues Raised by Older People

**Accessibility:** Access issues on streetscapes and footpaths in some towns and villages.

### Action

- Ensure age-friendly/accessible approach is embedded within all town and village enhancement programmes

### Output

- Improved access on the streets of towns and villages for people with limited mobility as part of the Development of Age-Friendly Towns

### Lead Partner

- Monaghan County Council Roads Department

### Support Partner

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Accessibility:** Access into and out of key service buildings.

### **Actions**

- Roll out an awareness raising programme with key service providers and Chamber of Commerce on how to improve access to their buildings (post offices, banks, doctors, shops and restaurants). A key element should be accessibility to GP Surgeries and Primary Care buildings
- We will develop a number of Age-Friendly Towns across the County of Monaghan using existing audit tools and consultation models to increase accessibility and user friendliness and ultimately feed into the Area Development Plans

### **Outputs**

- Improved access for people into key services and facilities in the county
- Effectively developed towns which are more accessible, have adequate transport, are safer and more secure will encourage participation of older people and promote inclusion

### **Lead Partners**

- Monaghan County Council Disability Steering Committee
- Monaghan Older Peoples Forum

### **Support Partners**

- Monaghan Older Peoples Forum
- Local Chambers of Commerce
- HSE - Primary Care
- GP's
- Monaghan County Council
- Transport Providers



# 2 Transportation

*“I’d go everywhere, if only I could get there . . . I ask the bus driver to help me out of the bus, he always does”*

## Issues Raised by Older People

**Access to Transport:** Limited access to rural transport in some areas of the county.

### Actions

- Liaise with Baltibus Rural Transport programme to identify gaps in service provision and possible solutions

### Output

- Improved access to rural transport for isolated older people

### Lead Partner

- Baltibus Rural Transport Company

### Support Partners

- Monaghan Older Peoples Forum
- Monaghan County Development Board

## Issues Raised by Older People

**Access to Transport:** Lack of awareness of Baltibus service.

### **Actions**

- Roll out an awareness raising campaign on the Baltibus service and how to book

### **Output**

- Greater awareness Baltibus and increase in uptake on service among older people

### **Lead Partner**

- Baltibus Rural Transport Company

### **Support Partners**

- Monaghan Older Peoples Forum
- Monaghan County Development Board

## Issues Raised by Older People

**Access to Transport:** Lack of transport available to attend activities and events.

### **Action**

- Develop a system with community groups to organise transport for key events and activities

### **Output**

- Improved access to rural transport for isolated older people to allow them to access activities and events

### **Lead Partners**

- Monaghan Older Peoples Forum

### **Support Partners**

- Monaghan County Development Board
- Baltibus Rural Transport Company

## Issues Raised by Older People

**Access to Transport:** Availability of school transport out of school hours.

### Action

- Investigate the potential of maximising existing transport resources (school transport) for use in the wider community

### Output

- Better use of existing transport resources, increased availability of transport for older people

### Lead Partners

- Baltibus Rural Transport Company

### Support Partners

- Monaghan County Development Board
- Monaghan Older Peoples Forum
- National Transport Authority

## Issues Raised by Older People

**Access to Transport:** Future planning, collaboration and communication.

### Actions

- The County Rural Transport Programmes will listen directly to the voice older people to ensure collaboration and communication are central to future planning
- Baltibus will invite representation from the Monaghan Older Peoples Forum to sit on their Board

### Outputs

- Supports collaboration
- Solution finding approach
- Strengthens integration and defines need on the ground

### Lead Partner

- Baltibus Rural Transport Company

### Support Partner

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Future Planning:** Lack of Integration and connectivity when planning routes in relation to service delivery.

### Action

- In support of the ethos of Local and Rural Integrated Transport Services we will form a working group to focus specifically on a co-ordinated approach for all transport needs

### Output

- That all agencies will work together when planning and developing transport services, ultimately producing cost effective and timely connectivity for all

### Lead Partners

- Monaghan Age-Friendly Alliance

### Support Partners

- Monaghan Older Peoples Forum
- Dept. of Transport
- RTP
- Monaghan County Council
- An Garda Siochana
- HSE
- National Transport Authority



# 3 Housing

*“There’s been a lot of break ins around here . . . I go to bed thinking I’m next . . . I dread what’s coming this winter, especially if they cut the fuel allowance”*

## Issues Raised by Older People

**Safety & Security:** Feeling unsafe at home, in particular those living alone.

### Actions

- Awareness raising programme on personal alarms and pendants: how to get them, how to use them
- Establish system of contact between local community group and community Gardaí service
- Establish a number of Community Policing Clinics in existing buildings/meeting places for older people
- Introduce on a pilot basis the Seniors for Themselves Initiative. This EU initiative was initiated in the Czech Republic in 2007 by a team of police officers as a peer to peer crime prevention initiative which targets the most socially and spatially isolated seniors in an area. The ‘messengers’, who are older people, visit marginalised people in their neighbourhood on a regular basis informing them of simple security measures they can take to make their homes and communities safer

### Output

- Increased uptake on personal alarm scheme
- Greater knowledge among Gardaí of older people living alone in the community

- Create awareness of services, opportunities to raise specific issues at local level with local Gardaí
- Raise awareness on basic crime prevention measures. Reduce perception of fear and provide practical information and safety advice. Increase connectivity and contribute towards the older persons register

#### **Lead Partner**

- An Garda Síochána

#### **Support Partner**

- Monaghan Older Peoples Forum

### **Issues Raised by Older People**

**Safety & Security:** Bogus tradesmen targeting older people in the home.

#### **Actions**

- Compile a list of trusted tradesmen in the county and issue ID cards

#### **Output**

- Elimination of bogus tradesmen callers in communities

#### **Lead Partner**

- Monaghan Age-Friendly Alliance

#### **Support Partner**

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Cost Savings:** Increased cost of heating home in winter.

### Actions

- Information sessions on fuel efficiency and cost saving

### Output

- Reduction in cost of heating home for older people

### Lead Partner

- Monaghan County Council Environment Section

### Support Partners

- Monaghan Older Peoples Forum
- Monaghan Age-Friendly Alliance

## Issues Raised by Older People

**Loneliness & Isolation:** Changes to septic tanks and water charges.

### Actions

- Information programme rolled out on in simple user friendly format

### Output

- Clear understanding of new septic tank and water charges programme among older people in the county

### Lead Partner

- Monaghan County Council Environment Section

### Support Partners

- Monaghan Older Peoples Forum
- Monaghan Age-Friendly Alliance

## Issues Raised by Older People

**Loneliness & Isolation:** Lack of knowledge of the truly marginalised older people currently not on the radar of community police or other services.

### Actions

- Develop a station / district register of older people (with consent) as a means of supporting engagement by community Gardaí

### Output

- Increase confidence and reduce perception of fear among older people
- Allow Gardaí greater local knowledge of vulnerable older people

### Lead Partner

- An Gardaí Siochana

### Support Partners

- Monaghan Older Peoples Forum





# 4 Respect and Social Inclusion

*“Most days I don’t speak to anyone . . .  
Joe Duffy is the only friendly  
voice I hear”*

## Issues Raised by Older People

**Loneliness & Isolation:** Many people living alone, with little or no social contact daily.

### Action

- Raise awareness of the Senior helpline

### Lead Partner

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Loneliness & Isolation:** Older people not engaging in activities or events in their local community.

### Action

- Support Community Groups to encourage more involvement of disengaged older people by asking them to introduce programmes such as ‘Bring a Friend/Neighbour/Family member’

### Lead Partner

- Monaghan Age-Friendly Alliance

### Support Partner

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Bereavement:** Older people isolated through bereavement.

### Action

- Raise awareness of Bereavement supports available and promote them in rural communities

### Lead Partner

- Monaghan Age-Friendly Alliance

### Support Partner

- Monaghan Older Peoples Forum

## Issues Raised by Older People

**Emigration:** Older people isolated through emigration.

### Action

- Rollout monthly/bimonthly local radio programme to contact families of older people who have emigrated

### Lead Partner

- Monaghan Age-Friendly Alliance

### Support Partner

- Monaghan Older Peoples Forum



## Issues Raised by Older People

**Loneliness & Isolation:** Lack of opportunities/activities for older isolated men and the high rate of mental health issues.

### Action

- Establish a number of Men's Sheds Projects based on the model established in County Louth

### Output

- Participation of older men
- Improved quality of life
- Improved mental health and opportunity to create opportunities for accessing services

### Lead Partner

- Monaghan VEC

### Support Partners

- Monaghan Older People's Forum
- C & V Forum
- Monaghan Integrated Development
- HSE





*Members of Monaghan's SPC and Older People's Forum receive an unforgettable tour of the age-friendly projects rolling out in County Louth. Visit kindly hosted by our friends and colleagues in the Netwell Centre at DkIT.*

# 5 Social Participation

*“We should visit other senior clubs, we could show them what we do and they could show us!”*

## Issues Raised by Older People

Limited activities for older people.

### Action

- Conduct survey with older people to identify new activities that they would like to engage in. Also conduct a mapping exercise of all existing activities including location and frequency and identify possible gaps and areas for activities to develop

### Output

- Increased participation of older people in local activities

### Lead Partner

- Monaghan Age-Friendly Alliance

### Support Partners

- Monaghan Older People's Forum
- Monaghan C & V Forum

## Issues Raised by Older People

Lack of sporting opportunities for older people

### Action

- Identify programme of sporting opportunities targeting older people

### **Output**

- Increased participation of older people in sport and promotion of active and healthy ageing

### **Lead Partner**

- Monaghan Sports Partnership

### **Support Partners**

- Monaghan Older People's Forum
- HSE

## **Issues Raised by Older People**

Lack of opportunities to meet older people in other communities.

### **Action**

- Support networking opportunities between older people groups

### **Output**

- Increased participation of older people in local activities

### **Lead Partner**

- Monaghan Age-Friendly Alliance

### **Support Partners**

- Monaghan Older People's Forum
- Monaghan Integrated Development

## **Issues Raised by Older People**

Activities and opportunities limited to club members.

### **Action**

- Support groups to promote and advertise activities to the wider community

### **Output**

- Increased participation of older people in local activities

#### Lead Partner

- Monaghan Age-Friendly Alliance

#### Support Partner

- Monaghan Older People's Forum

# 6 Communication and Information

*“I'd love to know what that facebook is all about . . . I hate getting an answering machine, its much nicer to hear a friendly voice”*

#### Issues Raised by Older People

Lack of knowledge of internet, email and Skype and mobile phones.

#### Action

- Compile list of training opportunities available currently to promote, and identify gaps
- Facilitate mobile phone and internet training for older people who may not existing skills

#### Output

- Increase in older people participating in learning opportunities
- Older People living in isolation will have developed new telecommunications skills to enhance quality of life and promote inclusion

### **Lead Partners**

- Monaghan VEC
- Monaghan Integrated Development

### **Support Partners**

- Monaghan Older People's Forum
- Monaghan VEC
- Community Groups

## **Issues Raised by Older People**

Lack of access to up date information on rights and entitlements.

### **Action**

- Promote services of the CIC explore opportunities for outreach information

### **Output**

- Increase in numbers of older people accessing CIC services
- Increase in availability of information throughout the county

### **Lead Partners**

- Monaghan Citizens Information Service
- Monaghan Older Peoples Forum

### **Support Partner**

- Monaghan Integrated Development

## **Issues Raised by Older People**

Complicated information, poor return of calls from service providers, confusion over who to contact.

### **Action**

- Produce an age-friendly guide to inform service providers on barriers facing older people

### **Output**

- Greater awareness among service providers of the needs of older people, improved service delivery



### Lead Partner

- Monaghan Age-Friendly Alliance

### Support Partner

- Monaghan Older People's Forum

## Issues Raised by Older People

Need for a central "one stop shop" hub for all information on all services that is up to date and current and easily accessible.

### Action

- Create **[www.monaghanagefriendlycounty.ie](http://www.monaghanagefriendlycounty.ie)** using the existing age-friendly template established in Louth and ask member agencies to take ownership of updating their relevant details
- Create a facebook page to allow more social networking opportunities for older people and build in intergenerational training for older people

### Output

- Easily accessible
- Up to date information for all
- Can create greater awareness among families and care givers as well as agency to agency awareness
- Social Participation of older people improved and opportunities to link with families

### Lead Partners

- Monaghan Age-Friendly Alliance
- Monaghan Older People's Forum
- Monaghan VEC

### Support Partners

- All Member Agencies
- Monaghan Integrated Development



*County Monaghan Mayor Seamus Coyle signs the Dublin Declaration at the historical Signing Ceremony in City Hall last September in the company of Deputy Mayor Lynda Gibbs who was signing on behalf of New York.. In the background picture (l to r) are Anne Connolly, Director of Ageing Well Network; Dublin City Mayor Andrew Montague; Minister of State for Older People Kathleen Lynch and Director of the WHO Age-Friendly Programme John Beard.*

# 7 Civic Participation and Employment

*“Older people spend money too. . .  
Young people are great, they will always help  
you out”*

## Issues Raised by Older People

Ensuring voice of older people is embedded in the age-friendly initiative process.

### Action

- Establishment and development of Monaghan Older Peoples Forum
- Make contributions . . .

### Output

- Monaghan Older Peoples Forum established

### Lead Partner

- Monaghan Community Forum

### Support Partner

- Monaghan County Council



## Issues Raised by Older People

The need to encourage intergenerational respect and promote learning between children and older people.

### Action

- As part of the Garda Schools Programme develop a training module on Age Friendliness aimed at students in Primary and Secondary Schools which will be delivered by the Garda School Officers

### Output

- Break stereotypical images and concepts of ageing
- Encourage a positive culture around ageing
- Encourage transfer of wisdom and knowledge
- Promote intergenerational activities

### Lead Partner

- An Garda Síochána

### Support Partner

- Netwell Centre (DkIT)

Under the establishment of an Age Friendly Business Forum we will seek to look at opportunities for older people as consumers and as producers. We will engage with the business community to establish programmes such as Senior Enterprise, Volunteering, Mentoring, Start Your Own Business as well as raising awareness of opportunities for businesses to develop age friendly products and services.



# 8 Community Support and Health Services

*“Meals on Wheels keeps me going . . . the daycare centre is great, I get a hot meal, good company, its my lifeline”*

## Issues Raised by Older People

Waiting list to access health services, creating worry and stress on older people.

### Action

- Implementation of a number of internationally recognised access audit
- Access to health services to be reviewed to ensure age-friendly practice

### Output

- Reduced waiting times for accessing services, more age-friendly process adapted
- More age-friendly service delivery

### Lead Partner

- HSE

### Support Partners

- Monaghan Age-Friendly Alliance
- Monaghan Older Peoples Forum

## Issues Raised by Older People

Doctor on call service and access for older people in rural communities.

### Action

- A review of access to the North East Doc on Call for older rural people is to be conducted following the appointment of a post graduate to carry out a body of work which will ultimately lead to recommendations based on the feedback

### Output

- Improved outcome for older people from Doctor on Call service
- HSE will consider recommendations and implement those that are feasible within its remit

### Lead Partner

- HSE

### Support Partner

- Monaghan Age-Friendly Alliance
- Monaghan Older Peoples Forum

## Issues Raised by Older People

Lack of awareness of health and well being in older people.

### Action

- Improve awareness of health promotions
- Roll out series of information workshops on common ailments relevant to older people (e.g. Stroke, Heart Attack etc)
- Design and roll out programme to promote health and well being

### Output

- Greater awareness of the signs of symptoms of a range of illness and conditions

### Lead Partner

- Health Promotion

### Support Partner

- Monaghan Older Peoples Forum

### Issues Raised by Older People

Fear of not being able to continue living in own home without proper access to health care.

### Action

- Adopt more proven services that enable older people to continue living at home such as telehealth & telecare and support services such as the Home Support Worker (Cúltaca)
- Develop greater access to the hospitals and daycare centres for those not attending or unaware of the service

### Output

- Supports community based care approach thus reducing costs, reducing the number of A & E admissions, improving health and quality of life
- Increase the uptake

### Lead Partner

- HSE

### Support Partner

- GP's
- Consultants
- Primary Care Teams
- Community Nurse Specialists
- Netwell Centre (DkIT)

Through our Service Providers Forum we will engage with the community, voluntary and public sector to identify gaps & overlaps in service delivery across the County and carry out a mapping exercise that will align service need to service delivery.

