



elder care



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Promoting Professional Aftercare



Cork University Hospital
Ospidéal Ollscoil Chorcaí
Patient Discharge Guide



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A warm welcome to the first edition of the Elder Care guide for Cork University Hospital. Following years of experience within the private and public healthcare sectors, we at aftercareireland.ie have recognised the need for a more concise guide to be distributed upon discharge from hospital.

This booklet has been created to assist hospital staff and will be given to patients, their families or chaperones upon departure from hospital. The guide will offer professional aftercare advice and related services that maybe required, following a hospital stay or outpatient appointment.

There have been significant developments in the care of the elderly in recent times in Ireland, with a growing need to support people in their own homes, and this first guide has been produced in association with Dr Michael O'Connor, Consultant Geriatrician and his team at Cork University Hospital.

When care is required outside of the hospital environment, whether it be for a loved one or even yourself, there are many questions in our minds, but we often don't know where to go or who to approach.

This guide will offer suggestions of where, who and what arrangements can be made independently.



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Mobility

For many people, travelling is fun and easy - going to the parents for the weekend, or spending a week-end shopping in a bigger city a few hours away. If you have a disability or are infirm, however, traveling can often be hard work. You have limited travel opportunities and something as simple as going out with old friends can be tough.

Thankfully, mobility scooters offer a new lease of life and freedom. Typically used by older people and those suffering from disabilities, mobility scooters are versatile, durable and reliable, allowing you to go wherever you need to go in comfort and style.

But what about safety, and how do you drive a mobility scooter anyway?

Driving a mobility scooter is technically very simple. Most are powered with an electric motor and started with a key. Depending on the model, you may have a joystick-type control, a steering wheel, or handle bars like those on a push-bike. The speed may be controlled via the handlebars or by foot pedals like a car. Whichever style you have, it won't take long to get used to it, and you'll be driving like a pro in no time!

As with any vehicle, you are only ever as safe on your mobility scooter as:

a) the way that you drive it, and b) the way that other people behave around you, so it's important to be well aware of your driving habits and what is expected of you when using your scooter.

Here are 5 Tips for Staying Safe on Your Scooter

1. Make sure that you give cars a wide berth and make it as easy as possible to be seen. A mobility scooter is low to the ground, so it can be difficult for you to be visible to car drivers.
2. If going out at night, wear reflective clothing and always use front and rear lights.
3. Ensure that you drive it at a comfortable speed and take extra caution when going up or down hills or across uneven ground. The type of mobility scooter that you have will help or hinder you on different terrains, so be sure to purchase the right scooter for your needs.
Some models of scooter are designed for all-terrain use and are very stable on four wheels, but many three-wheeled versions are less balanced.
4. Don't allow anyone else to sit or stand on your scooter while you are driving, and make sure that your scooter is properly balanced (especially important if you are carrying luggage or shopping bags).
5. Above all, the golden rule of mobility scooter operation is Be Alert.

If you can master these, you will be on your way to becoming a regular traveller once again whether you have mobility limitations or not.





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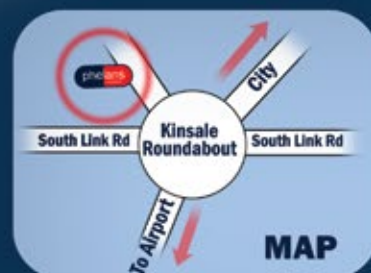
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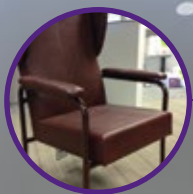
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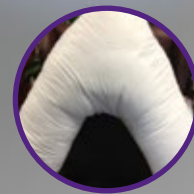
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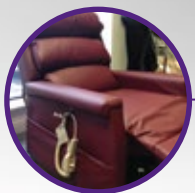
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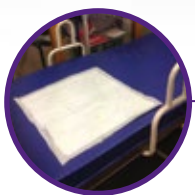
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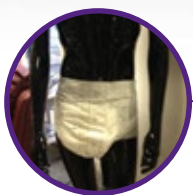
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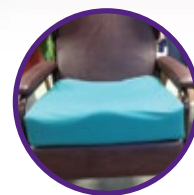
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Homecare - Tips and advice for carer's

Caregiving is and should be a family responsibility. But often, if a spouse is not available or able to be the caregiver, the primary caregiving responsibilities, for one or both parents, tend to fall on a sole family member - usually the eldest, grown daughter or the grown child that lives closest to the senior.

If you are a sole caregiver it's important to avoid burnout and stress. You must take care of your health or you won't be any good to the person for whom you are providing care.

One of the best ways to avoid becoming overstressed is to enlist the help of other family members and friends. And, you should do so without feeling bad or guilty for reaching out.

The following are suggestions to get other family members or close friends involved:

Give each person a little responsibility, even if it is small, to help spread out the tasks

Divide up the tasks - have a specific family member who handles the medical aspects of your relative's care (talks with doctors, medication information, etc.), while another may be responsible for groceries/meals and another handles paying the bills.

Make sure to converse with other family members about your elderly relative. If you don't express your concerns you can't expect your family or friends to know what you are thinking and feeling.

Don't be a control freak. If you want to control every aspect of the care, other family members may be less apt to step in.

If you don't have anyone else to help out, **consider joining a local caregiver support group** or involving outside friends, church members or professional caregivers to share the duties.





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What is Live-in Care?

Live-in care allows you or your loved one to continue enjoying all the comforts of home life, supported by your own full-time carer. Live-in care has many advantages over the other options available to you.

Above all, remaining in your own home in later life allows you to keep your independence and maintain complete control over your daily routine.

How is Live-in Care Different from Daily Care?

Live-in care is very different from daily visiting care, which will inevitably require you to adjust to several different carers in the course of a week. You may find it difficult building a relationship of trust with all of these carers, and you may not like having your daily routine constantly altered to fit in with their changing shift patterns and unexpected demands from other clients.

How is Live-in Care Different from Residential Care?

Live-in care in your own home is also very different from residential care. In a care home you are in effect living in someone else's home and you have to adapt to a routine designed to suit all the other residents, as well as you.

With live-in care there are no "visiting hours" and your family and friends can drop by whenever you want them to. Above all, you can continue living your life the way you want to in the comfort of your own home.



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What we offer

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Choosing the right care provider

Most care agencies have various standards of care which are regulated by the **HSE** and other certification companies. But that's just part of the story – because no two agencies are the same, you need to ask your own questions before choosing the one that's right for you.

Questions to ask a potential care provider before choosing care provision

- When you interview your caring staff, what qualities do you look for?
- How much care experience do they need to have, and how old do they tend to be?
- How do you decide which of your carers will be best for me, and will I have a say?
- What training do you give your carers?
- How will I know my carer is honest and trustworthy?
- How many different carers will look after me on a regular basis?
- What if I don't get on with a particular carer?
- How often will you review the care I'm getting?
- What would you do if I said I wasn't happy with any aspect of the care I'm getting?
- How much will my care cost, and will there be any extra charges?



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What is Visiting Care?

Visiting care can make the vital difference that means you or a loved one can retain independence at home.

Visiting care can be a perfect solution for people who want to remain independent in their own homes, but need a bit of extra help to stay comfortable. This can be occasional or every day, however visiting care can be the most flexible option.

Depending on what you or your loved one needs, a visiting carer can help with everything from bathing and dressing to domestic chores or activities such as laundry and cooking. A visiting carer is a practical and preferable alternative to residential care for most people, particularly for those wishing to retain independence at home.

Visiting care is the ideal flexible solution to support independent living and negates the need for live in or residential care. Also as needs change and develop, visits can be stepped up or reduced to suit the individual.



Get by with a little help...



*There comes
a time when
everyone needs
a little extra help*

*Convalescing
after an illness
is one of these
times*

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for the HSE**



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Diet and Nutrition

Healthy eating is particularly important for older people and people with disabilities. Contributing factors that can lead to unwanted weight gain or weight loss can include:

- Reduced mobility and lack of regular exercise.
- Poor communication skills.
- Dental problems.
- Certain medications can interfere with appetite and taste.
- Dependence on family members or carers to provide meals.
- Eating habits may be affected by disability or aspect of disability e.g. depression visual impairment, poor hand function.

The basic principles of a healthy diet that all the experts agree on are that we all should:

- Eat less saturated fat e.g. less butter, buy lean cuts of meat, oven bake, grill, poach, stir fry or dry fry food with a low fat spray instead of frying.
- Make lower fat choices whenever possible.
- Eat more fish - have oily fish such as sardines, mackerel, trout, herring or salmon at least twice a week.
- Eat four or more portions of fruit and vegetables each day.
- Eat more foods rich in fibre e.g. bread and cereals especially wholegrain.
- Reduce salt intake by limiting the amount of salt you add to the table and during cooking and keep convenient ready meals to a minimum.
Cut down on high salt food - salty meats, tinned or packet soups and sauces, and salted savoury snacks.
- Drink 6-8 glasses of water a day.



Energy requirements generally decrease as we get older and many have to modify their diets to help control illnesses such as diabetes and heart disease, but if an older person is in good health the principles of a healthy diet still apply. Staying active is very important and helps to maintain a healthy appetite, mobility and prevent excess weight gain. Certain factors are more relevant to older people and being mindful of these can help to make older people stay in good health for longer.



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Eamon Murray is an accredited mediator and Orla O'Connell is a Trust and Estate Practitioner and a Committee Member of Solicitors for the Elderly Ireland (www.solicitorsfortheelderly.ie) which is an independent national association of solicitors and barristers concerned with improving the availability and delivery of specialist legal advice to older and vulnerable people, their families and carers.



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What is Elder Abuse?

Most older people do not experience abuse. But, unfortunately, there are ways in which an older person can be harmed or abused by others. An older person may also experience more than one form of abuse at any given time.

Elder abuse is defined as -

"A single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights."

How to recognise if abuse is happening to you?

Psychological Abuse

Consider the possibility of psychological abuse if:

- You are made feel afraid in your living accommodation
- You are experiencing feelings of hopelessness or helplessness
- You are made to feel tearful and agitated
- You experience loss of appetite and/or disrupted sleep

Neglect

Consider the possibility of neglect if:

- You are not receiving adequate liquids to drink or food to eat
- Your clothes are not being washed when required
- You are not being provided with appropriate clothing for the weather conditions
- You are being denied the aids you needs, e.g. glasses, hearing aid, dentures etc.
- You are being left alone for long periods when you cannot move about easily
- You are bed / chair bound and you are experiencing pressure sores that are not being attended to even when brought to someone's attention

Financial Abuse

Consider the possibility of financial abuse if:

- Someone else has access to your accounts without your full permission
- You feel pressured to allow someone else access to your accounts
- Someone else makes decisions about your money without speaking with you first
- You feel you have lost all control over your money
- You feel pressured to give money to someone else
- Your money is being spent by someone else for things other than your bills, clothes, food, etc.

Physical Abuse

Consider the possibility of physical abuse if:

- You have been treated roughly, enough to leave marks or bruises
- Someone has inflicted pain on you
- You have been treated violently which caused broken bones, sprains, dislocations or other injuries



WEST CORK



Recognising and Supporting Family Carers

West Cork Carers Support Group has been supporting family Carers since 1998.

Family Carers:

- Are people of any age who are caring, full time or part time, for a member of their family, a neighbour or a friend.
- May be caring for an elderly person or an adult or child with a long-term illness, disabilities, or mental ill-health.
- May or may not be in receipt of Carers Allowance
- Care for frail or dependant family members, relatives or friends who, without this vital care and support, could not continue living at home.

West Cork Carers aims to:

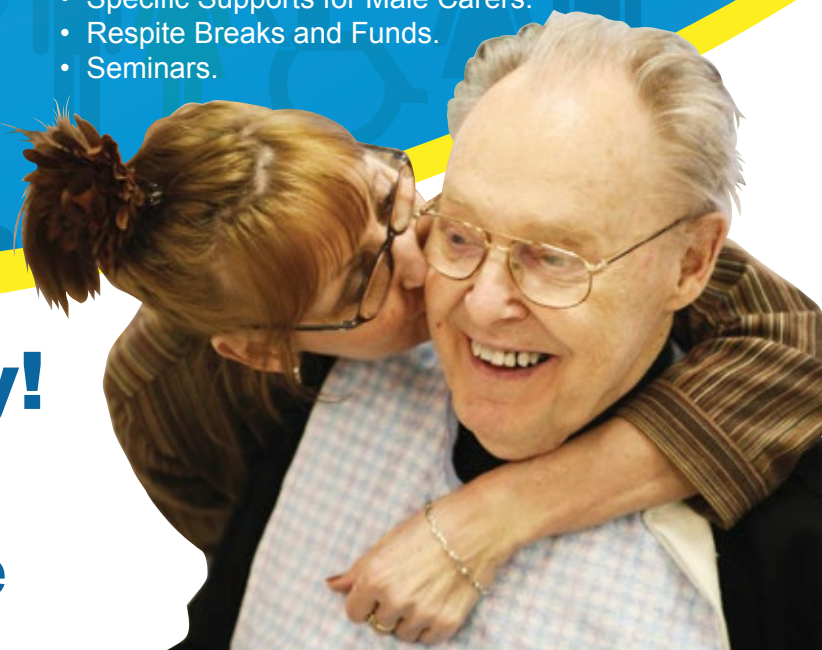
- Provide information, training and support to Carers.
- Give Carers an opportunity to meet, share information, feel supported and realise that they are not alone in their caring situation.
- Ensure that Carers are valued and receive recognition for the work they do.
- Provide a voice to Carers issues and lobby for improved services and supports

Our Services:

We provide a wide range of supports to improve the quality of life of Carers including:

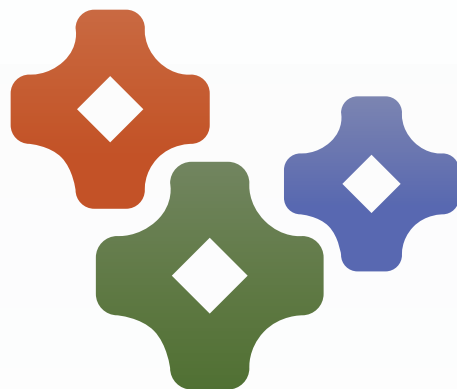
- Regular Local Support Groups.
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Nursing Homes IRELAND

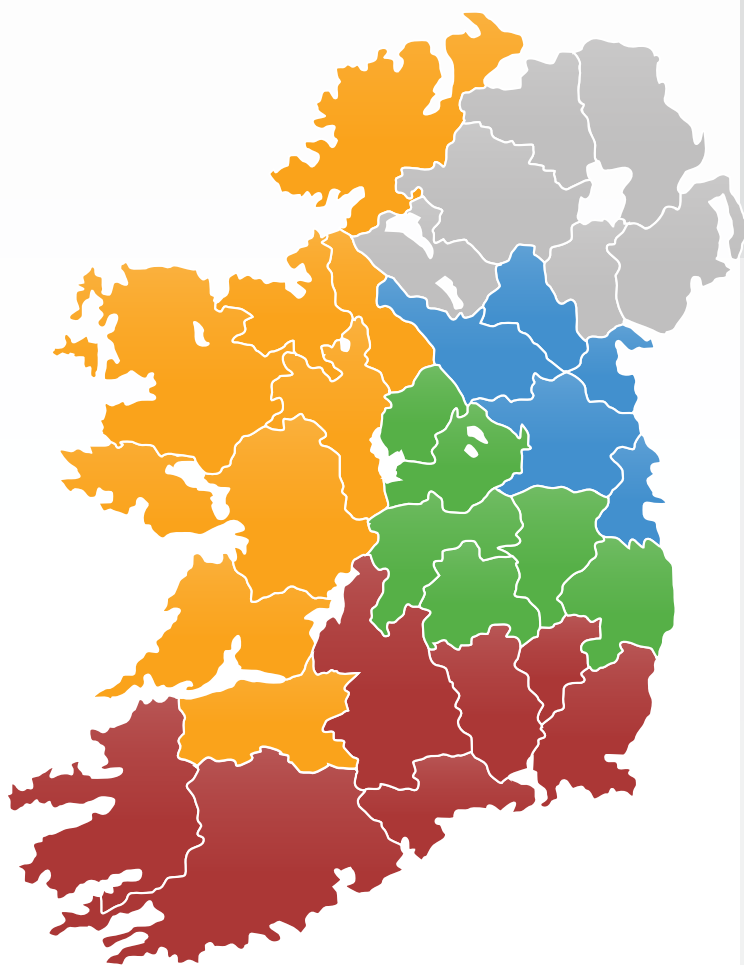
REGISTERED NURSING HOMES IN IRELAND



The PREMIERE Nursing Home Directory

We are Ireland's most comprehensive nursing homes website and directory, listing exclusively all registered and approved nursing home providers. This is the site to visit, when thinking of choosing a Nursing Home for your loved ones or yourself. You are assured that only Nursing Homes which follow the Healthcare Sector's guidelines and are State approved, will appear in our listings.

Over 30,000 copies of this publication will be distributed each year to all Registered Nursing Homes in Ireland, Geriatrician's, Hospital Bed Managers & Discharge Planners, Matrons, Nursing Home Principals, Social Workers, Public Health Nurses, GPs, regional offices and care associations.



www.nursinghomesireland.ie is the site to visit, when thinking of choosing a nursing home in Ireland. The search facilities make it easy to find a nursing home or day care centre in your area. Find a supplier in specialist areas including medical, mobility, nutrition, homecare, catering and many others. Our services section includes information and companies that provide health and safety training, legal and financial advice, education and training, recruitment, support and communications.

TO ADVERTISE YOUR SERVICES HERE

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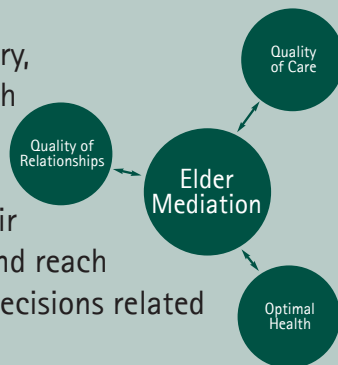


FOR TOUGH DECISIONS RELATED TO AGEING



ELDER MEDIATION:

Elder mediation is a voluntary, confidential process in which a trained mediator helps older people, their families, caregivers and others in their lives to discuss, negotiate and reach agreement on challenging decisions related to end of life transitions.



Mediation considers the functional capacity of the older person ensuring their voice is present.

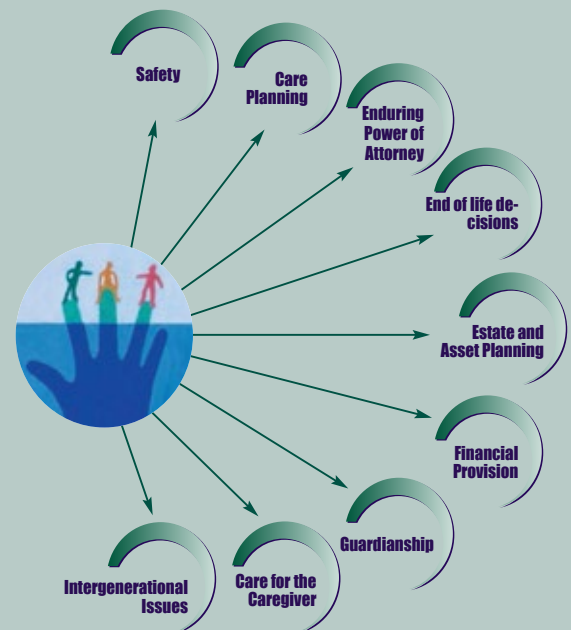
**COMPETENCE
and
CAPACITY**

AGEISM

Mediation challenges stereotyping and discrimination on age grounds.

Mediation is a safe and ethical process ensuring that abuse issues are identified and appropriately referred.

**ELDER
ABUSE**



**THE NEEDS OF THE OLDER PERSON
ARE AT THE CORE OF THE PROCESS.**



Round Table Mediators

Waterfront Too, 1st Floor, 6 Lapps Quay, Cork Tel: 021 4 943 943
Fitzwilliam Business Centre, 77 Sir John Rogerson's Quay, Dublin 2 Tel: 01 640 1905
Email: info@roundtable.ie www.roundtable.ie

Communicating with your senior

Get Started - The Age Gap!

If you're 40 or your parents are 70, it's time to start observing and gathering information carefully and thoughtfully. Don't reach a conclusion from a single observation and decide on the best solution until you have collected all the facts, can address the problem with an open mind and talk to your parents.

Talk it out

Approach your parents with a conversation. Discuss what you've observed and ask your parents what they think is going on. If your parents acknowledge the situation, ask what they think would be good solutions. If your parents don't recognise a problem, use concrete examples to support your case.

Sooner is best

Talk sooner rather than later when a crisis has occurred. If you know your loved one has poor eyesight or has trouble driving at night, begin to address those issues before a problem arises.

Don't Patronise

Remember you are talking to an adult, not a child. Patronising speech will put older adults on the defensive and convey a lack of respect for them. Put yourself in your parents' shoes and think of how you would want to be addressed in the situation.

Maximise the Independence

Always try to move toward solutions that provide the maximum amount of independence for the older person. Look for answers that optimise strengths and compensate for problems. For instance, if your loved ones need help at home, look for tools that can help them maintain their strengths. Professional caregiving services, provide assistance in a number of areas including meal preparation, light housekeeping or medication reminders. Or find friends who can help.

Be aware of the whole situation

If your dad dies and soon afterward your mum's house seems to be in disarray, it's probably not because she suddenly became ill. It's much more likely to stem from a lack of social support and the loss of a life-long relationship. Make sure that your mom has friends and a social life.

Ask for Help

Many of the issues of aging can be solved by providing parents with the support they need to continue to maintain their independence. Home care providers like can help provide those solutions.



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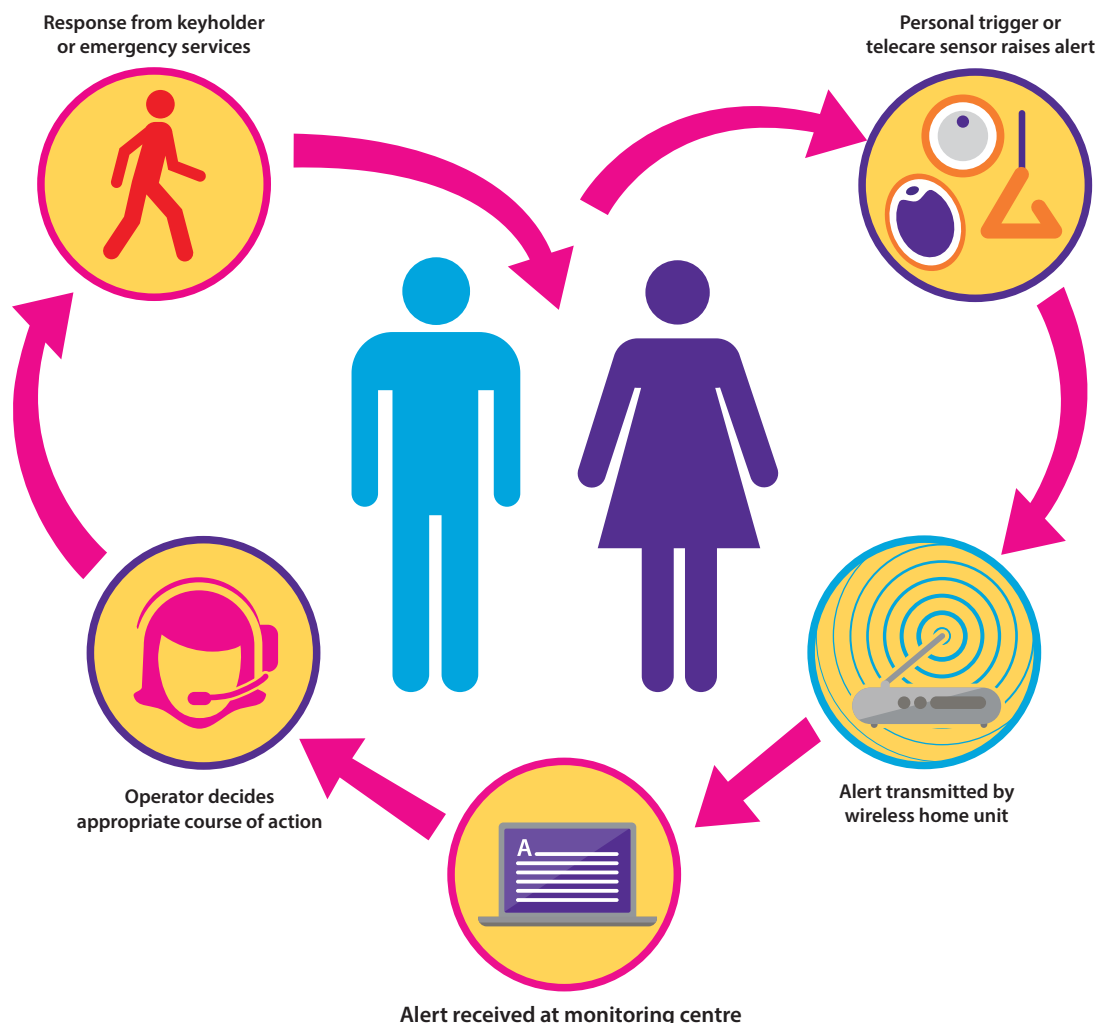
www.homecaretechnologies.ie

What is Telecare?

Most people are familiar with a Telecare service that links a householder to a call monitoring centre through the installation of a Base Unit and Alarm Pendant. Help is activated at the touch of a button on the base unit or on a pendant worn around the neck or wrist. The operator answering the call contacts for example the carer, keyholder, GP or the emergency services depending on the situation.

Telecare is a service that enables people, especially older and more vulnerable individuals, to live independently in their own home. Ninety percent of people say that that is their wish, and Telecare allows it to happen. Equally it gives peace of mind to family, friends and carers, knowing that when they are unable to watch over their loved ones, Telecare will.

Telecare is based on proven technology which links vulnerable people to 24/7 monitoring and response centres. It is an effective support service for people whether they live in sheltered housing or in their own homes, regardless of location.





Phone: +353 (0) 21 6024255

Email: sales@smart-telecare.com

Unit 4A, Fota Point Enterprise Park, Carrigtwohill, Cork

Independent Living with Smart Telecare Ireland

Smart Telecare Ireland is a Cork based company providing a remote home care service designed to support the elderly and those with long term medical conditions to live independently. Our Smart Telecare solutions are designed to improve quality of life, giving the user the confidence & ability to remain in their own home safe in the knowledge that help is always available when and if it is needed.



True Care is a completely unique form of telecare device. It offers the same basic functionality as a care phone but with some fundamental differences. The Phone is a mobile phone and uses the mobile network. It has a large emergency button at the rear of the phone and is supplied with a wrist watch or key ring radio trigger.

There is a website that links to the phone that allows the phone to be programmed for many devices such as medical reminders, blood pressure monitoring, GPS tracking. This device offers huge potential beyond traditional emergency pendants. The phone can be connected to a monitoring station as per traditional care phone.



CareTech is a world class manufacturer of Carephones and Aged Care Systems for the care sector. We have a broad selection of products and can offer everything from individual products to complete systems, including hardware, software, service and support.

At a time when the age of the European population is continuing to rise we need to look after individuals, more often in their own homes, and cope with more tasks, without compromising the quality of care.



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To find out more about how our products can make your life easier
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AgeAction

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Do you have a small repair job that you would like to have done?

Age Action's Care & Repair service uses a pool of trustworthy volunteer handypersons to carry out minor repairs and odd jobs for older people who find it difficult to do these jobs themselves.

Some of the jobs that our volunteers can do include changing light bulbs, minor decorating, hanging curtains, minor gardening, minor carpentry and installing smoke alarms. The service is free; you only pay for the materials used. For bigger jobs that are beyond the scope of our volunteers, we maintain a register of reliable and honest tradespersons whose contact details we can provide. We can also arrange regular social visits to older people.

All volunteers are Garda vetted and carry official Age Action identification cards. To arrange to have a job done for you, simply call 021-4536554 and we will arrange to have local volunteers contact you.

Age Action is Ireland's leading charity for older people. We believe that Ireland should be the best place in which to grow older. We work to fight discrimination, promote positive ageing and improve policies and services for all older people.

The Care & Repair programme
is kindly sponsored by



Irish Life

No job is too small, so call us today!!

Phone: 021-4536554

www.ageaction.ie

Recognising depression...

Depression is the single most common disorder in those over 65.

It occurs more frequently in older people and the symptoms can affect every aspect of one's life including energy, appetite, sleep, hobbies, work, relationships etc.

Causes and risk factors that contribute include:

- **Loneliness and isolation**
- **Reduced sense of purpose**
- **Health problems**
- **Medications**
- **Fear**
- **Recent bereavement**

Common signs of depression may include loss of interest in activities, feelings of guilt, a sense of tiredness and fatigue, feeling down, anxiety, loss of sleep, low self confidence, personality changes, feeling like crying, loss of appetite and avoiding contact with other people.

Getting help

Asking for help is the first step to recovery - talk to your family doctor who may prescribe medication and/or suggest a suitable type of therapy.

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Nursing Home Directory

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THE DEFINITIVE NURSING HOME DIRECTORY

As Ireland's premiere printed and digital publication for information on private & voluntary nursing homes, the nursing home directory is now being offered as a regional publication across the HSE administrative areas.



The 2014 directory will now be published and distributed in Dublin North East, Dublin Mid-Leinster, HSE West and HSE South, thus allowing our many valued clients and sponsors the ability to either take a targeted regional or national presence.

The nursing home directory, will increase it's publication and distribution to 30,000 copies annually so it can be supplied to every Irish:

- Nursing Home
- Healthcare Centre
- Hospital
- GP surgery
- Geriatrician
- Nutritionist
- Dietician
- Public Health Nurse
- Medical Supplier
- HSE Regional Office

Along with all the usual listings, feature articles, access to a specialised directory of suppliers, and of course a unique and comprehensive profile of nursing homes and services in each region.

For further information, or to explore advertising opportunities either regionally or nationally contact
01 901 4870 or **sales@nursinghomesireland.ie**

Useful Contacts

Cork University Hospital	21 492 2000
HSE Nursing Homes Support Office Cork	21 492 1842
HSE National Info Line	1850 24 1850
Third Age Senior Helpline	1850 440 444
West Cork MABS	0761 07 2000
Cork City Centre Citizens Information Centre	0761 07 6950
Age Action South, Care & Repair Service	21 453 6554
Cork County Council	21 427 6891

Notes



aftercareireland.ie

We are grateful to the businesses whose advertisements appear in this publication. As a mark of our gratitude we would like to draw the attention of the readers to their details and announcements. We are required to make it clear however that neither CMS Media Limited nor the distributor can accept responsibility for any services or workmanship that they may undertake.

Choosing a Nursing Home

Choosing the right nursing home can be quite an overwhelming experience, emotionally and otherwise. With so many options out there, it's important to know the right questions to ask and the

key areas to consider to help you and your loved ones make the best decision. We have split this guide into several sections, all of which are important in finding the nursing home which best suits your needs.

Services and Fees

What services are provided by the nursing home? This is very important if you will need care for specific medical conditions (e.g. alzheimer's care)

What fees are charged?

Is there tax relief or state funding available to help with the cost?

Have you considered applying for the Fair Deal scheme?

Logistics, Accessibility and Accreditations

Is the nursing home registered with HIQA? (Health Information and Quality Authority)

Are they Garda vetted?

How are they accredited?

Are they involved in quality initiatives? (e.g. Essence of Care)

Do they currently have a waiting list in place?

Are the beds in private or shared rooms?

Is the nursing home accessible for family and friends? Is it close to a bus route? Are there local amenities nearby?

What is the visitation policy? Is there a residents committee?

Quality of Life for Residents

Are the staff respectful to residents?

Do they seem compassionate and caring?

What recreational and social activities are available to the residents?

Is there entertainment provided regularly?

Do the residents have a choice of meals? Are specific dietary requirements catered for?

Are other personal services (hairdressing, chiropody etc.) provided and at what additional cost?

Are residents allowed to leave the home with family for day / weekend outings?

Are hobbies encouraged? It is important that residents retain some autonomy in the home. Studies have shown that this can lead to increased well being.

Quality of Care for Residents

Does the nursing home have a contract of care?

What are the staff to resident ratios?

How are staff selected and trained? What skills and qualifications are necessary to be a staff member?

Can the nursing home provide testimonials and references from current and past residents? Can you talk to the residents yourself and find out if they are content?



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www.HomecareMedicalSupplies.ie Lo Call: **1890 290 390**



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Dundalk Shop Williamsons Mall, Dundalk, Co. Louth

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