

Alison Murphy<sup>1</sup>; Paula Mulligan<sup>2</sup>; Mairead Holland<sup>2</sup> (PSUE); Mary Lyons<sup>3</sup>; Ann Bruton<sup>3</sup>; Una Anderson<sup>3</sup>; Mary Gillan<sup>4</sup>

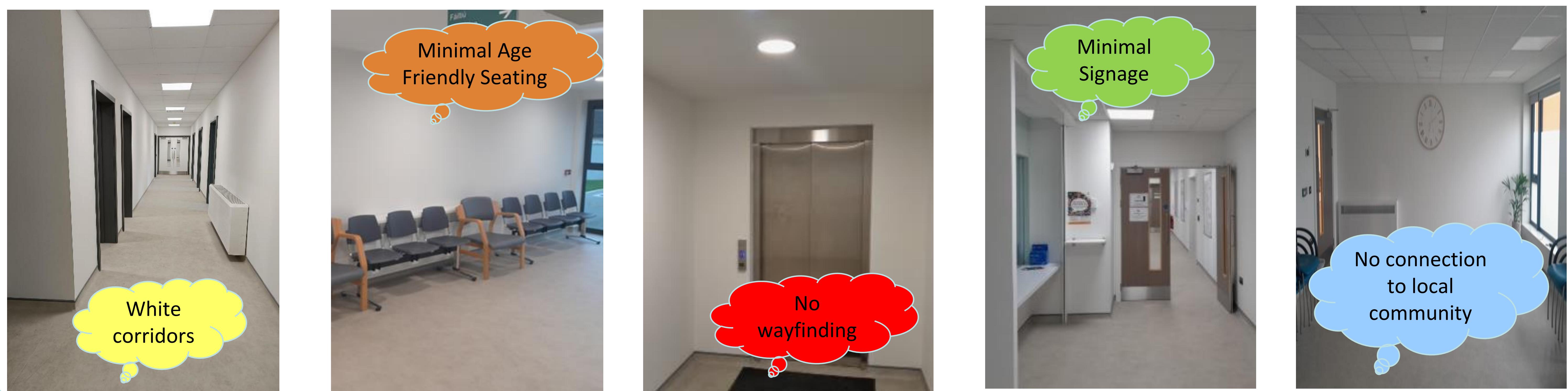
1. HSE, Dublin Southwest ICPOP Community Specialist Team, Dublin & Midlands Region 2. HSE, Dublin Southwest Integrated Healthcare Area, Dublin & Midlands Region

3. South Dublin Older Peoples' Council 4. Healthy Age Friendly Homes Programme, Age Friendly Ireland

## Introduction

The Health Service Executive (HSE), aligned with the SláinteCare strategy, is committed to transforming healthcare by shifting services closer to communities and supporting people to live well as they age. With Ireland's population steadily ageing (CSO, 2022; HANA, 2024), healthcare environments must meet the specific needs of older adults. Age Friendly principles provide a framework to ensure Primary Care Centres and Integrated Care Hubs are accessible, welcoming, and supportive. Embedding these principles improves patient experience, promotes independence, and reduces hospital admissions, fulfilling SláinteCare's vision of integrated, person-centred care.

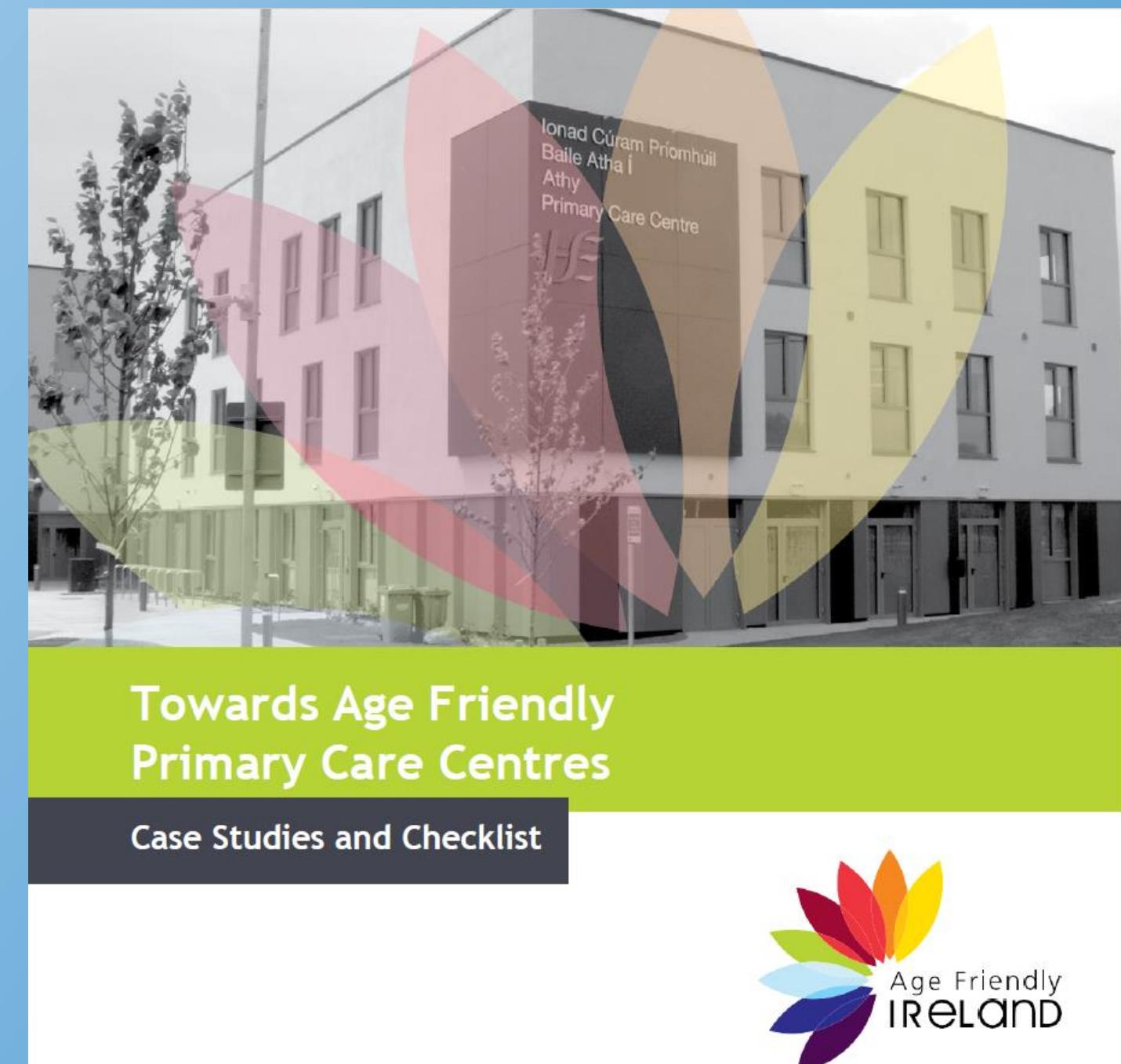
## Where we started...



## Methodology

Using Age Friendly Ireland's guide, "Towards Age Friendly Primary Care Centres," a detailed walkability study was conducted at Clondalkin Primary Care Centre and Integrated Care Hub. The guide focused on accessibility, signage, seating, and wayfinding. The study involved service users, HSE clinical and non-clinical staff, and Age Friendly Ireland, ensuring diverse perspectives shaped the assessment. Practical improvements were identified to enhance usability for older adults.

Significant improvements were implemented across the centre, especially in signage and accessibility. Each floor was assigned a distinct contrasting colour reflected in signage and a colour stripe along walls to aid wayfinding. Larger fonts improved readability, and local landmark images created a familiar, welcoming atmosphere. Age Friendly seating with armrests enhanced comfort and mobility support. Additionally, new health promotion videos, leaflets and posters provided accessible information in waiting areas.



## Results

