

# Private HomeCare News

February 2020

**Private HomeCare**  
A Cpl Company

## Dear Valued Clients and Carers,

As we have entered our 31st year in business, and a new decade, I hope life is treating you well. This newsletter is our way of keeping in touch with you about our news and updates.

Please enjoy the interviews with our Carer of the Year 2019, Susan Taylor, and our longest serving Client Administrator, Rita Maycock. And much more! As ever, we are here for you whenever you need us. You are not alone. Do not hesitate to contact us for any advice or support.

"We care for others as we would like to be cared for ourselves".

Yours sincerely,

**Elizabeth Nicholson**  
Founder and Managing Director

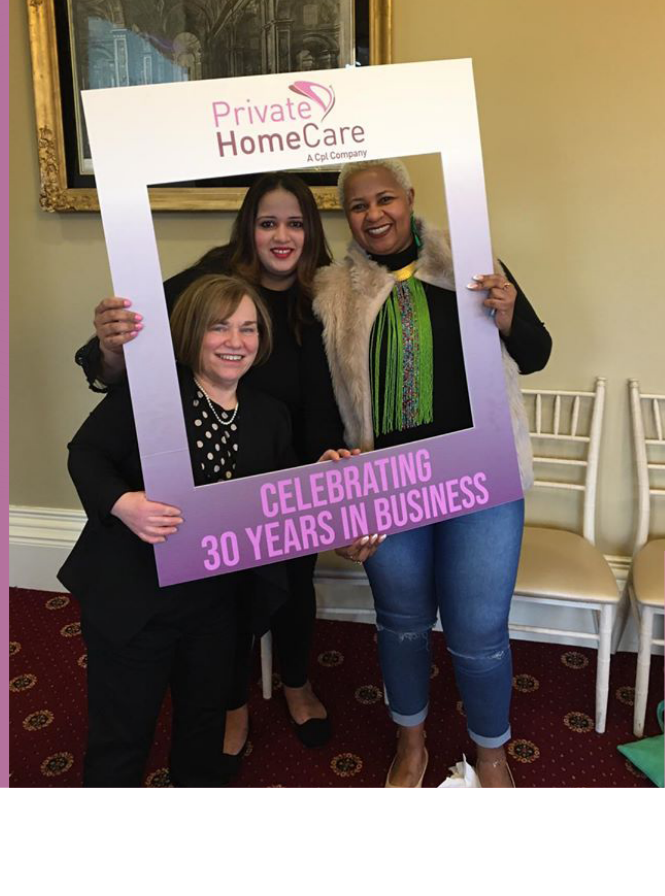


## Private HomeCare Celebrates 30 Years

Private HomeCare is the longest established private home care company in Ireland. On the 6th of December 2019, Private HomeCare celebrated its 30 year anniversary. The event took place in Finstown Hotel in Lucan, with many current carers in attendance.

Speaking on the night Elizabeth Nicholson MD said, "we celebrated our 30th anniversary as Ireland's leading provider of home care. On the night we presented two awards. Firstly, Clare Copeland who is the recipient of our Special Recognition Award. Clare will graduate with a Health Care Support Major Award next Spring. Her compassion in caring both on and off duty has been demonstrated again and again.

The second award of the night was for Carer of the Year: Susan Taylor. Susan is an excellent carer who shows empathy and compassion to all her clients and is an excellent team member to colleagues. Susan's clients comment on her professionalism, her sunny disposition, and the confidence she brings to them to remain in their own home. Congratulations to both!"



1989 - 2019  
Celebrating  
30 years



## Our Carer Of The Year 2019

### Susan Taylor

We spoke to Private HomeCare's Carer of the Year 2019, Susan Taylor, to find out what it takes to be a good carer, and what winning Carer of the Year means to her.

#### Why Did You Become A Professional Carer?

My sister is a nurse so that's how I became interested in the field initially. Then once my son turned 10, I was able to return to the workforce. Being a carer works for me as I can choose my own hours. I also love the flexibility it offers. Private HomeCare place carers in their local area so its close to home.

#### What Do You Like About Caring?

I like looking after people, being able to help someone who is in pain and thinking that I can help to improve their situation.

#### What Makes A Good Carer and Are They Born or Made?

Definitely born! I think a good carer needs to enjoy their work and have great empathy.

I employ carers to look after my son, so I can see the client side too.

No one wants strangers in their home so I can see why a lot of people don't want carers. But I find that even after a couple of weeks, they notice the bit of help and appreciate it, even if it's just making a cup of tea.

I find most carers brilliant and have been blessed with the carers I have worked with in my own personal experience.

#### Have You Got Any Tips/Advice for Other Carers?

I would say be empathetic and tactful. When I go into a new client, I ask them what they want me to call them, to help them feel comfortable. I think it is important to ask them what they want, not be pushy and give them time to get used to you.

For some clients employing a carer means they are losing their privacy, so I think it is important to build that relationship over time and respect their privacy. It's all about helping them and offering companionship.

#### Do You Form A Personal Bond with Clients?

Being a carer is just like real life. Sometimes you do and sometimes you don't.

I had a client for ten years who died, and I am still in touch with their family seven years later.

When he died it was like a family bereavement.

#### What Did Winning Carer of the Year 2019 Mean To You?

It was brilliant! I have been working with Private HomeCare for twenty years and won Carer of the Month for December 2019. I went to the 30th anniversary celebrations to see who I knew there, and to meet up with other carers. I couldn't believe it when I won. It felt embarrassing at the time, but it also gave me a great lift.

## Annual Graduation Ceremony - March 26th

Don't miss this year's annual graduation ceremony - save the date! Please note this is a late morning / early afternoon event. Invites with details will be emailed to all graduates.

Venue: Westgrove Hotel, Clane, Kildare.



VISIT OUR WEBSITE

## Meet Rita, our Senior Client Administrator

At Private HomeCare we have several long serving employees who help our clients find the right carers for them. We spoke to Rita, our longest serving Client Administrator to find out more about what her role entails.



#### So, Rita, can you explain what a Client Administrator does?

"I look after our clients and assign the most suitable carers to them based on their needs and also on their personality.

I create and distribute a roster to both client and carer. Then I stay in constant contact to make sure everything is going well, and that both people are compatible. Maintaining the relationship with our client is a key priority.

#### What part of your job do you enjoy most?

"I enjoy how every day is different. We work with a variety of clients who have different personalities but most of all, the thing I enjoy most is making a difference to the lives of our clients.

#### I see another member of your family works here.

"Yes, my niece Lindsey Cullen (pictured above) is a carer. It's great to have someone else in the family involved. I really believe in what we do here so am happy to recommend Private HomeCare to my family and friends.

#### Have you any advice for new carers?

"Caring for people at home might be a new or first-time experience. Recognise this can be a huge period of change in people's lives.

Every client is different and will have different needs, personalities and interests.

Keep in touch with your client administrator. If you have any issues, ring us and we will help. We also offer guidance and counselling if needed.

#### Have you any advice for new clients?

"We are sensitive that a carer is a stranger coming into your home. Possibly your circumstances have changed if you need a carer. So start slowly if people are resistant to having carers in. Don't force it, it takes time. If you have any concerns, contact your Client Administrator.

#### Why would you say that home care is better or different to a nursing home?

"Homecare is better, if feasible. It's a one-to-one relationship firstly, which is different to a nursing home. We live by our ethos "we care for others as we would like to be cared for ourselves". We have a consistency of staff here too.

#### Have changes in communication over the years impacted your job?

"Now we email and text a lot more than we used to, but we still maintain phone calls as it is important to have the personal touch, and to chat.

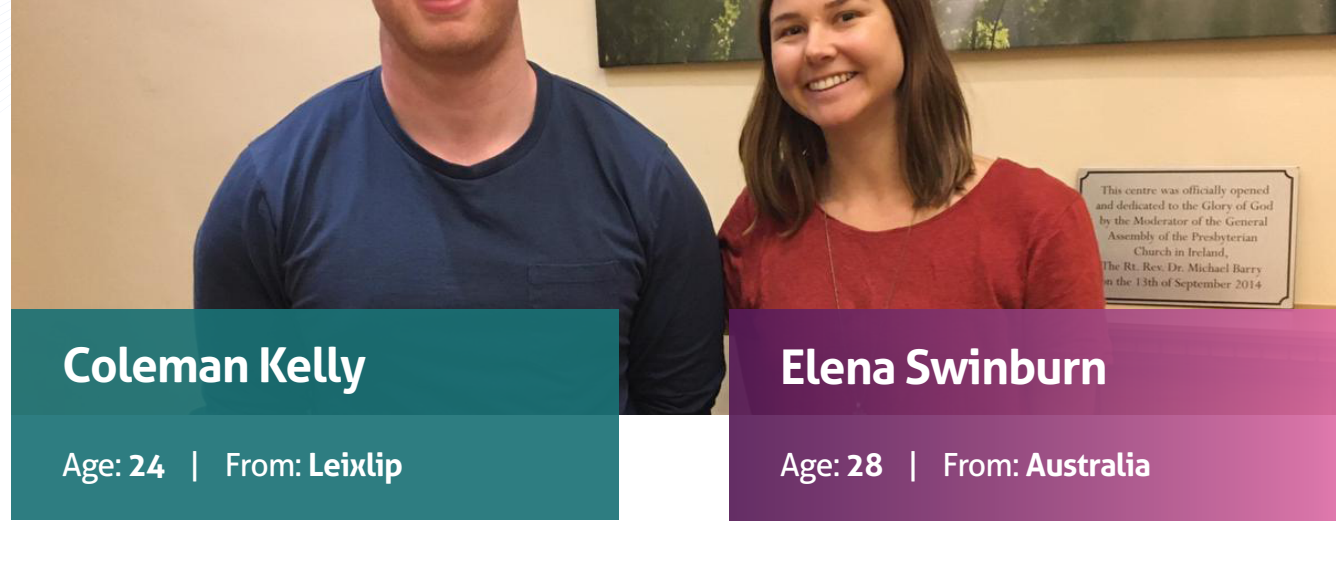
#### What's your favourite memory since you started working here?

"My favourite was attending a client event a few years ago. It was great to put faces to the names and meet and chat with clients.

#### How do you switch off?

"Walking my dog, Sam. That's my therapy!

## Introducing Our New Carers



**Coleman Kelly**

Age: 24 | From: Leixlip

**Elena Swinburn**

Age: 28 | From: Australia

Coleman always wanted to get in to caring. He worked as a special needs assistant and was looking for more hours when he applied for Private HomeCare. Coleman also volunteers in Dublin City centre with youths and the elderly.

Has started working with Private HomeCare clients and they are very happy with his work.

Elena worked after school from the age of 14-19 in a nursing home serving meals to the elderly and bringing them down to the dining hall. She previously worked as a flight attendant but was always drawn to older people, so when she moved to Ireland she worked with an older couple.

She is now completing healthcare courses with Private HomeCare and is currently waiting on her first client.

## Check Out Our Training Courses

We offer a full range of QQI accredited courses for care professionals and we also offer public short courses to family carers. Check out our full course calendar [here](#). You can also view our latest training brochure [here](#).

#### Why Choose Private HomeCare For Training?

- Benefit from the advice of our highly experienced and empathetic client administrators.
- Learn about moving people safely, to protect you and your loved one.
- Learn from other family carers in our small and friendly classroom settings.
- Browse our family care courses. They will teach you practical and safe skills essential for caring.

EMAIL: [training@privatehomecare.ie](mailto:training@privatehomecare.ie)

TEL: 01 651 6110