

Private HomeCare News

September 2020

Private HomeCare
A Cpl Company

Dear Valued Clients and Carers,

I would like to take this opportunity to remind and update you on how we are working through Covid to protect our clients and carers.

Clients, it is important that you know we are following HSE guidelines strictly. As a HSE approved supplier for several decades, we are in close contact with them regularly. We monitor and update our practices in accordance with their regularly updated instructions. We also take proactive measures. For example, we have introduced a new course for all of our staff "Guidance Documentation on Infection Prevention" which is run regularly and everyone is expected to attend.

Carers, this is another reminder to be mindful of HSE advice, and the training we have put together on all aspects of professional caring, as well as caring during Covid for your safety and our client's safety, and the practice of using and wearing PPE. Please remember that your clinical masks are to be used as appropriate. Wear them upon entering a client's home and then dispose of them when leaving.

If anyone is in any way suspect with symptoms or learns that you have been in contact with someone with Covid, please seek advice immediately from your GP. It is also imperative that you contact us immediately. We follow the principles of care

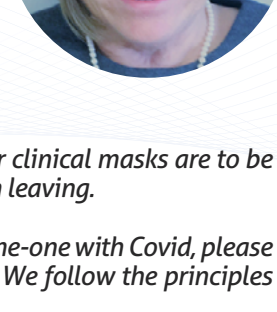
On another topic, one of our valued team members is retiring following 20 years with Private HomeCare. I would like to thank Anne Courtney, from our Accounts Dept, for her huge support to the company, to me, and to any new starter we have had over the years. I particularly remember Anne's support in 2010 when Private HomeCare was acquired by Cpl and we had to transition to the corporate world.

Finally, it has now been 10 years since Private HomeCare joined the Cpl group. We still maintain our small business mentality and our ethos "we care for others as we would like to be cared for" has never changed since I set the business up in 1989. However the benefits of being part of such a respected Irish and international company are significant to us. We have many resources available to us such as IT systems and infrastructure, legal advice, HR and much more. This should offer strong reassurance to all of our staff and clients. You benefit from our experience in care, with full support of a globally proven company behind us.

Take care in these challenging times, and please remember we are here for you. Do not hesitate to get in touch.

Yours sincerely,

Elizabeth Nicholson
Founder and Managing Director



How Do You Train Carers During a Pandemic?

Due to the sensitivity of our work supporting people of all ages and abilities in their own homes, training carers is essential. A number of years ago, we decided to invest in our own training department so making changes to how we train during Covid 19 was thankfully within our control.

We provide a full range of QQI (formerly known as FETAC) accredited courses for care professionals and public short courses for family carers. Just some of the topics that trainee carers have given presentations on recently, as part of training, includes Autism, Depression, Dental Care and Heart Disease.



Since the pandemic occurred, here are just some of the ways in how we have altered how we train, to keep everyone safe.

The theory part of our training courses are delivered online, via Zoom. This allows our trainers to see each participant on screen and to answer any questions they might raise during the class.

Demonstrations and the practical elements of our training are done in person as it is critical that they are monitored and assessed by our Training Manager so each person is individually vetted to be able to work as a carer. However social distancing and protective clothing are observed at all times.



NEW!

"Infection Prevention and Control" Training

As ever, Private HomeCare leads the way with safety for our carers and clients.

This picture is from our latest new course "Infection Prevention and Control". This course was designed specifically to deal with the implications of Covid 19 for both our carers and clients.

This picture shows our carers demonstrating their practical skills in laundry segregation, following online classroom training. Practical demonstrations are necessary to do in person so they can be examined by our Training Manager. And as you can see, social distancing is observed at all times.

CHECK OUT OUR CARER TRAINING

Retirement Farewell To Anne Courtney

After 20 years with Private HomeCare, our Accounts Administrator Anne Courtney leaves us this month.

It was easy for Anne to remember her start date with us as it was the millennium. She recalls her start very well! "When I first interviewed for the job, I didn't get it. As I only live 10 minutes walk away from the office, I used to walk by occasionally and sigh to myself as it would have been so handy to walk to. Then Elizabeth called me a week or two later and asked me to come in. My successor didn't last for whatever reason so that was lucky for me".

Then Elizabeth asked me if I would like to work in accounts and payroll alongside the company accountant. I said yes and so moved to working on invoicing and cash control. I look back fondly at my time in Private HomeCare. The team have always been very helpful and lovely to work with. If a new person joined, I would put myself in their shoes and try to help. At first, the systems like rostering were strange but as soon as you knew the system, you would be flying! Occasionally Elizabeth would give us weekends away and we all looked forward to that.

As I worked in the office, I never got to meet the families we care for, but I knew all of our carers by name, and

which clients they were in with. Then when I met them, it was nice to put a face to the names I knew so well.

We had a big change in the office when Cpl bought the company in 2010. It was an exciting time, but I was very glad we never lost our own identity and small company feel.

Elizabeth allowed me to cut my hours back gradually so that helped me bow out gently and plan for retirement. I have 4 sons who live close by and 7 grandchildren so I won't be bored! I also enjoy reading, walking and gardening. My tips for staying active at is to keep busy and don't become a couch potato.

Obviously I cannot celebrate with my pals from work as we would normally do, but I will definitely keep in touch. I will miss them and the banter, chats and social outings."



Keeping Safe During Covid

These are the steps Private HomeCare has put in place to keep our clients and our staff safe as a direct result of Covid19, as we continue to provide care to people of all ages and all abilities in their home:

- As sourcing of adequate amounts of PPE remains challenging, Private HomeCare has introduced a management process to overcome this problem. All of our care staff have the required number of PPE items associated with the care task being performed, including masks, gloves and aprons, and specific Covid 19 PPE where necessary. Our PPE management process has proved successful and we have never had any out of stock situations with these protective items.
- Our office staff work with social distancing between desks, full hygiene, cleaning and disinfecting practices as you would expect. Additionally our parent company CPL has conducted a General Risk Assessment and a COVID 19 Risk Assessment of our work place and practices.
- In line with HSE guidance documents, all carers receive regular communications from Private HomeCare and attend support training to ensure best care practice with particular emphasis on Covid 19.
- We have increased our number of Community Carer Responders.
- We have moved all theory training for carers online. When practical demonstrations are required, our Training Manager uses social distancing and full PPE in our Training Centre.
- As an HSE approved provider of home care for several decades, we continue to closely monitor and follow the advice of the HSE as well as the HPSC (Health Protection Surveillance Centre).

Our company ethos, crafted in 1989 has never changed and remains more pertinent today than ever "we care for others as we would like to be cared for ourselves".

Our hearts go out to the many already affected by this disease.

Carer of The Month

Check out who was selected below and what our committee had to say about each worthy winner.

- August Carer of the Month**
Cathy Kavanagh
"Cathy is a very obliging carer. She has helped us out on numerous occasions particularly during these difficult times. She gives confidence to all her clients and is a great asset to our team. Cathy never misses our training and update courses. She is an "all round" great carer."
- July Carer of the Month**
Lisa Fagan
Lisa was chosen "as she shows great kindness and respect to all her clients. The team find Lisa a pleasure to deal with at all times."
- June Carer of the Month**
Bola Raji
"Bola has worked for Private HomeCare for a number of years and has always proved to be an excellent carer. She is very caring and reliable. Our clients are very fond of Bola".
- May Carer of the Month**
Divina Faustina
"Divina has a lot of empathy and gives reassurance to her clients with her gentle manner."
- April Carer of the Month**
June Lattimore
"June has a great rapport with all of her clients. She is very patient, respectful and gives comfort to all."

INTERESTED IN BECOMING A CARER?

What Do Our Clients Have To Say?

Check out some of the feedback we've received from our clients.



"Thank you for your flexibility with regard to my Mother's care. You gave me great confidence in the service to be provided. I look forward to putting a plan in place which will make Mum's life at home easier."

ANNE JONES



"My partner received care from Private HomeCare in January 2020. The two girls, Nadine and Divina, gave him the best care. Having difficulties myself, with my own health, I too needed carers. The standard and care provided by of my two carers, Sandra and Nadine, was above and beyond and they couldn't have been nicer to myself and my partner. We are both so happy with the care we have been given and couldn't ask for more."