

# Private HomeCare News

December 2020

**Private HomeCare**

A Cpl Company

## Dear Valued Clients and Carers,

We are approaching the end of a most difficult year which has raised many emotions within each of us. Covid has caused at the very least: anxiety, fear, frustration, loneliness and deep sadness and loss for family members and friends who are no longer with us.

We could not visit and lost out in being able to provide our basic natural inclination to touch and care for those we love. Many have experienced loss of earnings and the worries that go alongside the payment of bills.

Children and young adults have had their expected education experience turned up-side-down. In so many ways we have all been affected from the very young to the very old.

I applaud frontline workers and those who support frontline workers – they have given so much. I can't speak highly enough of the staff and carers of Private HomeCare. You have all been amazing.

Our clients and their families have been amazing. Thank you for your patience and understanding through the difficulties. We live our motto - we care for others as we would like to be cared for ourselves- and this year the daily practice of our ethos is more real than ever with our clients at the center.

It has been good that the various levels of lockdown has given some time to question and evaluate what is most important to us. It has been good that the pharmaceutical world has shared knowledge and now it looks promising that the world will be supplied in the very near future with a number of vaccines and drugs to manage Covid 19.

Christmas 2020 will be different from other Christmas times. We must continue to follow best practice of Infection Prevention & Control and particularly hand hygiene and correct wearing of masks. We need to do this to keep ourselves and our families as healthy as possible.

Wishing you a Peaceful Christmas and Happiness in 2021.

Yours sincerely,

**Elizabeth Nicholson**  
Founder and Managing Director



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## Meet Our Senior Social Care Community Supervisor: Mary Tuffy

We asked our Senior Social Care Community Supervisor, Mary Tuffy, to explain what her role for Private HomeCare in the community entails.

Mary has worked in the care industry for 30 years, including public and private hospitals.

"Community work means offering support for our clients and their families. Families like knowing that someone is popping in to keep an eye on clients, with regard to their meds and personal care, especially if there is a high risk of falls. It takes pressure off families from worrying about their relative.



My role is mainly divided into 3 areas: spot checking for quality of care, shadow shifts with carers for clients who may require specialist care, and liaising with community health care specialists such as occupational therapists.

Spot checking ranges from checking carers and to looking out for changes in client situations. For example mobility can be poor amongst older people.

Some will have physio exercises directed by a physiotherapist, which their regular carer can guide them through. I will also check out flooring in the home, and enquire if and how they are using walkers and zimmers. If I notice deterioration in mobility over time, I will follow up with their physio or Public Health Nurse and we might consider stairlifts or rollators or other solutions.

Shadow shifting is where I do a shift with a carer who is starting out with a client. For example, this might apply to clients living with dementia or clients using a hoist. Each hoist is different so we train carers to use them on a case by case basis.

I have reason to liaise with Public Health Nurses regularly. For example if a family is out all day, I might recommend to put a client's name forward for day care, where there are lots of services including chiropody and meals. Sometimes people are unaware of these services."

Finally we asked Mary what she lives best about her work. After a long pause (as it was so hard to choose just one thing, according to Mary), she replied "My visits to our palliative care clients mean a lot. Many families prefer to have their relatives die at home and I love that we are part of that care."

## My Story : I'm a Carer Supporting People with Covid

"I have been a Private HomeCare carer for 6 years. This year I have worked in both a retirement home as well as family homes, to assist clients diagnosed with Covid."

"If I don't do it, who will do it ?" is just one of Cathy Kavanagh's reasons for continuing to work at this time. This is Cathy's story.

"At the start of Covid, a lot of staff in residential homes became sick and others had to isolate so they turned to Private HomeCare to help out. That is how I ended up working in a retirement home with 23 older people, of whom 6 were Covid positive.

"The office have been fantastic. First Anne explains everything in detail to me about a new client. There is no pressure to work with Covid if I don't want to.

When I arrive at the retirement home, I put scrubs on, then wear a blue hospital gown, with gloves upto my forearm. I change my shoes. I also wear an apron, a mask and a visor. Each time, I go into a different person's room, I bin and replace my PPE clothing and follow handwashing training. This happens multiple times during each shift. The residents are in rooms spread over two floors. Each has an alarm and I wear a pendant around my neck that alerts me when an alarm is raised.

When I finish work, I change my clothing again. I spray my shoes and leave them in the boot of my car, where I also keep hand sanitisers. My partner leaves Zoflora and Dettol at our front door. I spray my shoes, strip off and shower, and then wash all my clothing.

Our office gives me full PPE for every client as I need them. I also follow the guidelines that they give us and I have attended our latest training course "Infection Prevention and Control - Covid 19". Even though I have a lot of experience in caring, it's a good course as you get a refresher on how to use PPE properly, and lots of hints and tips. My daughter has asthma so think of your family.

It is always at the back of our minds if our clients get covid, "is it my fault ?" One of my clients got Covid in hospital. My first thought was it me ? Although I hadn't been with them for 3 weeks.

I follow all the office guidelines. We are doing everything we can to keep our clients safe. I know it is scary for them as well as they are vulnerable. We take every precaution we possibly can to make sure we can't bring it in."



## CHECK OUT OUR CARER TRAINING



## Prefer to Employ Your Own Carer?

If you employ your own carer, we can help to make sure you are making the right choice.

Employing a carer to come into your home with potentially vulnerable people can be a sensitive area. With decades of experience of recruiting and verifying carers, let us help you with interviewing, reference checks and garda vetting.

Once you have found the right person, we can also train them for you. There are minimum required courses that all home carers must have, before being able to work as a carer. Our inhouse training team run a wide range of courses for carers, from the minimum essentials as required by the HSE to Major QQI Awards in Care.

Email [recruitment@privatehomecare.ie](mailto:recruitment@privatehomecare.ie) or call **01 6516115** for more information.

## People Handling Training for Families

Many of our clients get family support as well as Private HomeCare support. So we thought it might be of interest to any family carers out there to recommend that you attend our People Handling course.

Learn the correct ways to safely assist people to move, without injury to you or them.

Email [training@privatehomecare.ie](mailto:training@privatehomecare.ie) to find out about our next dates. This is a one day course that costs €80.00 per participant.

Note whilst the theory elements of our courses are taught online now, People Handling must be practice in person due to necessary demonstrations and practice of physical movement. Full PPE equipment will be provided to all participants and social distancing will be observed.

## Services to Organisations and Groups

Whilst we have been providing care services to some groups for several years, we are now pleased to promote this service to nursing homes, elder care organisations, dementia care organisations, charities, disability support organisations, retirement homes – and anyone else who needs care and expertise on a larger scale.

Email [info@privatehomecare.ie](mailto:info@privatehomecare.ie) or call **01 621 9101** for more information.

### Carer Placement

if you need carers to cover holiday or maternity leave, or to add to your permanent staff on a temporary basis for any reason.

### Carer Recruitment

if you prefer us to do the legwork and use our decades of experience in finding the right people for you.

These services include:

### Carer Vetting and Reference Checks

our well honed process will ensure potential carers are thoroughly approved.

### Carer Training

our inhouse team run a wide range of courses in caring from Patient Moving and Handling and Infection Prevention and Control through to QQI Masters.

## Thank You to Our Carers



We wanted to say a huge thank-you to all of our amazing carers for their work supporting people to live at home, since Covid first emerged. Now, our processes are finely honed and living and working during Covid is "the new norm" as they say. Back in March however in the early days of Covid, it was a new and scary time for everyone. Our carers have continued to work in the community throughout. We are very thankful to them.

As a gesture of our appreciation, we have sent each carer a Certificate of Appreciation. (And to help them on their journeys to our clients, carers who drive can use this car window sticker. Carers can collect their sticker from the office or email us to post one out to you. Of course An Gardaí Síochána will also ask for their official Private HomeCare proof of work too!).

INTERESTED IN BECOMING A CARER?

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

TEL: 01 651 6110