

Private HomeCare News

February 2022

Private HomeCare
A Cpl Company

Dear all,

Firstly, I would like to wish you and yours a very happy, and most importantly, a very healthy 2022.

This year Private HomeCare celebrates 33 years in business. Since the company was set up way back in 1989, we have gained vast experience of all aspects of homecare over those 3 decades. So you are all in safe hands with us.

On other matters, Anne Heraty, the founder and CEO of our parent company and huge Irish success story Cpl, has retired from the business after several decades. We will all miss Anne and wish her the very best in her future endeavours. Having being part of Cpl for a number of years as Chief Financial Officer, Lorna Conn has been appointed CEO and has commenced her new role earlier this month. Lorna has many exciting ideas for Cpl and we in Private HomeCare look forward to working with her, and are delighted to be part of these ideas and plans.

During 2021, Cpl was acquired by the Japanese group Outsourcing, who own 200 companies and employ 80,000 people. This gives Private HomeCare a footprint in 39 countries around the world. We particularly look forward to learning more from our Japanese owners, where the culture of respecting our elders is a foundation of Japanese life. In fact, they even have an annual public holiday 'Respect for the Aged', which takes place on Monday September 19th this year.

Finally, in order to provide the best service to our clients and carers, Private HomeCare is fanatical about our standards and compliance. For the safety of our clients and carers, we employ only the best carers who can adapt to the wide variety of care tasks our clients require. To do so, we must have carers engaging in training and in all aspects of care, from People Handling to Infection Prevention and Control through to QQI Major awards.

Carers, whatever your IT capability, or preference for in-class training, we will support you in every way possible to maintain the safety and standards that kept Private HomeCare going for the last 33 years. The HSE have minimum mandatory training requirements for carers and our Training Department will be in contact with you if your certification is out of date or mandatory courses have still to be completed. Beside the mandatory training courses, Private HomeCare run additional courses which can bring you all the way to a QQI major healthcare award if you choose. Education is the key for your career and may open up many avenues for you in the future.

If you have any questions or would like further information please email training@privatehomecare.ie and they will be happy to help you.

Wishing you well,

Elizabeth Nicholson
Founder and Managing Director



Our Commitment to Regulation and Standards in Home

In December 2021, HIQA (Health Information and Quality Authority) published a position paper on the 'Regulation of Home Care'.

This report outlines an analysis of the current landscape of homecare in Ireland, survey and focus group findings with homecare service providers and advocates, a literature review and review of international research on the regulation of homecare.

As a HSE approved supplier of home care, adhering to standards is not new for us. We understand the extreme sensitivity of the service we offer, often to vulnerable people, so quality overrides everything we do. We were Ireland's first home care provider to achieve the international quality standard ISO, which we have applied for and retained every year since.

From this paper, HIQA recommends that "a full review of homecare is undertaken and regulation is introduced as one of a number of measures to reform the sector."

Private HomeCare fully support the regulation of homecare in Ireland and were a contributor in the research which culminated in the HIQA research report.

You can read an abridged version of this report [here](#).

Searching for Missing People

For our latest newsletter we spoke to Beverley, one of our office team, who volunteers at a Search and Rescue group in Dublin. Find out how she got involved below.



"Our story starts in July 2014 when our neighbour went missing. He was an elderly man who went out to his garden and was never seen alive again. Searches were organised in the community and every day 300 to 500 people turned up to search the area and beyond. We searched from dusk till dawn. We followed any clues we had, chased CCTV footage and circulated flyers.

As time went on and no sighting of our neighbour was found, the search teams became smaller. In the end only about 20 people remained. By December 2014, only 12 remained searching for our neighbour. We had a drive in us to find him and bring him home, not for praise or glory, but to help a family missing their loved one. We had our own Facebook page for our neighbour with his photo and last known sightings.

We all know the very high profile missing cases here in Ireland and from around the world. We know of families through the media who are missing loved ones for years and years, never having an answer as to what happened, not being able to bury their loved one. And I think that was the main reason we continued looking – to bring closure to someone.

In February 2015 our neighbour's body was identified. Although a sad ending, a family had gotten their loved one back. Shortly after our neighbour was laid to rest, we had a message from a lady whose son went missing and wanted to know if we could help, so we did. After 3 days of organising searches, flyers and media coverage, we found her son alive and well.

And that is mainly how we are found – through word of mouth and Facebook. We still use the same page that was set up for our neighbour, officially renamed 'Dublin N/W Missing Persons'. Our Facebook page has nearly 8000 followers and at one stage we reached over 136,000 shares of a post of someone missing. All of us on the team have a different set of skills and we help each other. We have to keep a good mental attitude. We work alongside the Garda to do the leg work that the Garda can't do.

In 24 cases to date, we have brought every single person home (7 deceased). Families are delighted to have our help. As someone said recently, 'it's nice to know someone cares, who's willing to help and know that we are not alone'. We do this because we know it makes a difference. It brings hope to people when they are in the dark."

We are 33 Years in Business this year

Private HomeCare is celebrating its 33rd anniversary in 2022, but how did it start?

In her own words, Elizabeth, founder and managing director of Private HomeCare says "I was a young mum with two children. We were like any young married couple with babies, we didn't have enough money. I got the idea to provide care at home. I applied to get a place on a Start Your Own Business course in Ballyfermot. Shortly afterwards I received a letter telling me I was unsuccessful. It was around Christmas time so I had to wait until after the holiday to make a phone call to ask why.

I had never started a business before, but no-one was going to tell me I couldn't do it. I fought against that decision and not only did I eventually secure a place on the course, but I was one of only two of us who went on to start a business. In 2010, I sold the business to CPL. I remain Managing Director of Private HomeCare and have worked fulltime

for 30 years now. My passion for what we do is as strong as ever. Our ethos - which has never changed over the decades - is that we care for people at home as if we would care for our own family".



Since inception Elizabeth has been the MD of Private HomeCare and has vast expertise in all aspects of care. Private HomeCare values their staff and have a history of internal promotions and offer our own in house training department so our carers can choose whether to stop at basic mandatory training or continue training to Major award.

Carer of the Year 2021 and Special Recognition Awards

Along with our Carer of the Month awards, at the end of every year we like to choose one carer to be our 'Carer of the Year'. We also awarded 'Special Recognition Award' for another one of our carers who received wonderful feedback from a client's family. You can find out more about our winners below.



Armina

Special Recognition Award

Huge Congratulations to our home carer Armina who wins our "Special Recognition Award" for 2021. Armina also celebrates her 10 year work anniversary with Private HomeCare.

Here is what a client's spouse had to say about Armina:

"How can I convey my valuation of this wonderful lady? Armina is our incredible carer for my wife for over 4 years. Armina has the total confidence of our client. She is kind, patient, punctual, spotlessly clean, motherly and goes that extra mile tending to every need.

She is 100% in safety handling for my wife who is totally dependent. Armina observes medication times, toilet needs, is so happy and totally committed to her vocation in giving loving care.



Jennifer

Carer of the Year 2021

Here is what our judging committee had to say about Jennifer:

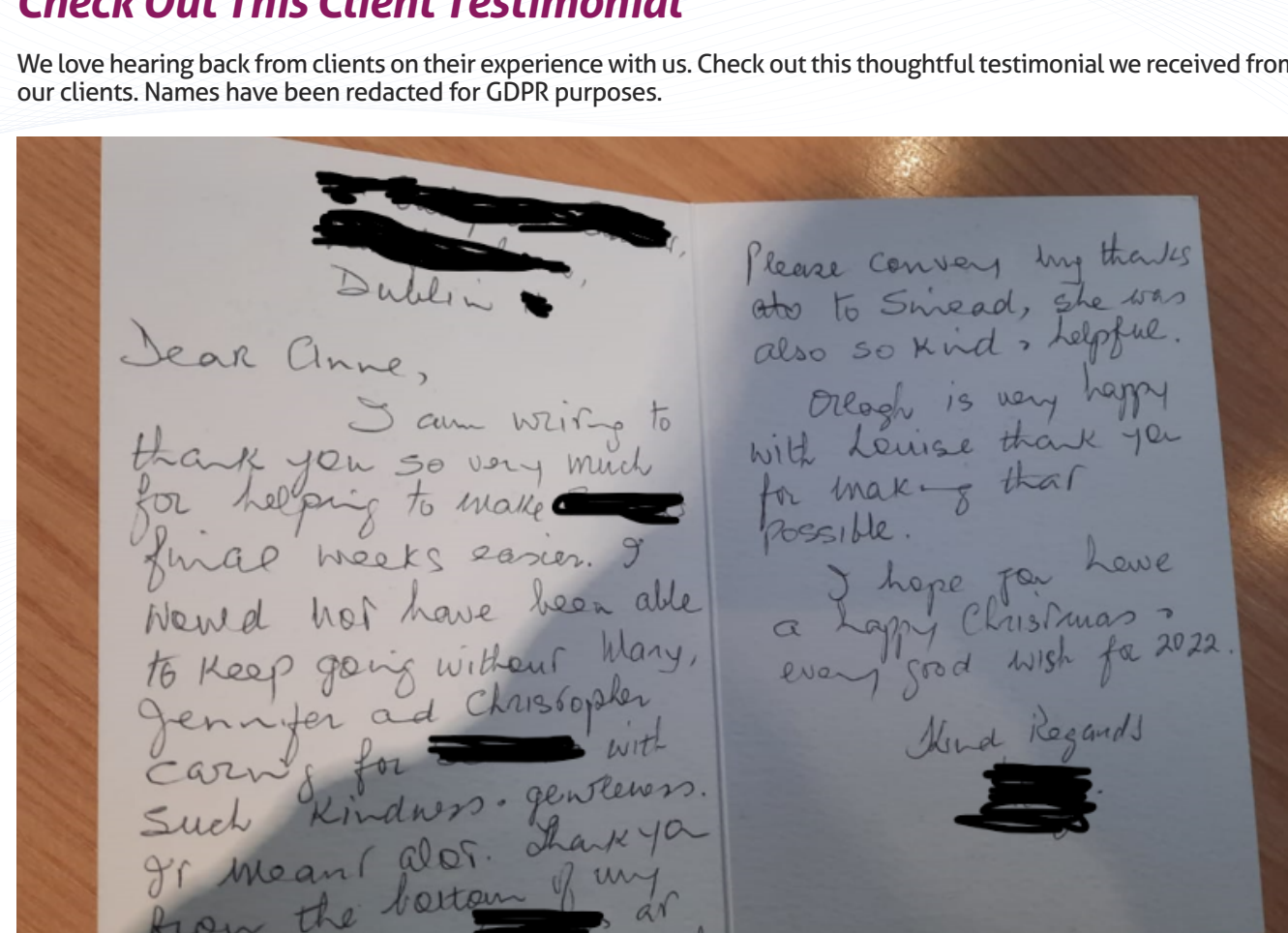
"Upto recently, Jennifer worked both as a dental nurse and home carer. As she loves her caring job so much, she gave up her dental nurse job to concentrate on caring.

She has completed 6 training modules. The examples she gives in class on each module topic demonstrate her compassion for clients. Whatever the weather, snow or sun, Jennifer ensures she gets to visit her clients, even if she has to cycle there!

Jennifer is the embodiment of our ethos – we care for others as we would like to be cared for ourselves. When she takes on a new client, she takes her time to get to know them as a person and tries to find a common ground to make accepting the homecare easier."

Check Out This Client Testimonial

We love hearing back from clients on their experience with us. Check out this thoughtful testimonial we received from our clients. Names have been redacted for GDPR purposes.



Contact us

Interested in becoming a carer?