

About your Carer

We have a wonderful team of qualified professional carers, many of whom have been with us for 10 years or more. This section explains how we match carers with clients.

How do we recruit and vet carers?

Only 10% of applicants meet our recruitment standards. All our carers are Garda vetted and partake in continuous professional development, including QQI certification, as part of their training plan.

Can we meet our carer in advance?

Your Client Administrator will advise you of your carer in advance.

How do we know our carer will be any good?

With 33 years in homecare, we know what qualities, as well as qualifications carers need. We are highly experienced in this area, and it is in all our interests that we match clients and carers successfully.

In the event of incompatibility, we will do our best to replace your carer as quickly as possible.

Will my carer speak English?

Yes, although English may not be the native language for some. The ability to communicate is a key part of a client and carer relationship and is one of the criteria for becoming a Private HomeCare carer.

Can I specify what country my carer can come from?

No. We match carers to clients based on skills, then availability and then location.

We are a zero discrimination company and we respect Irish legislation, i.e. the Employment Equality Acts and the Equal Status Act.

What do Carers do?

Carers work according to the prepared and agreed care plan, which typically includes personal care, meal prep, light housekeeping and medication prompting. Carers are not permitted to directly administer medication.

About Us

Set up in 1989, Elizabeth Nicholson remains the Founding Managing Director of Private HomeCare. In 2011, we were acquired by one of Ireland's most successful companies, Cpl.

Cpl is a zero-discrimination company. Its core values are Customer Focus, Respect, Accountability, Effective Communication and Empowerment.

Private HomeCare continues to provide the benefits of a small and expert boutique agency, supported by the financial and legal protections of a much larger company.

We are a HSE approved provider. We were the first home care company in Ireland to be awarded the international quality mark ISO in 1998, which we have retained every year since.

Client Team



Anne



Sinead



Aga



Beverley



Barbara



Jessica



Damien

Community Team



Mary



Therese

Thank-you for choosing Private HomeCare.

For more information, visit
www.privatehomecare.ie



Private
HomeCare
A Cpl Company

Established 1989



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

**A practical guide
for new clients**

Office Number: **01 2880000 / 01 6219101**

On Call Number: **087 788 4744**
(out of office emergencies only, calls only please no texts)



The Process of HomeCare

We understand that homecare is a big step for anybody and we know that people come to highly value the support of carers. Home care can make all the difference with you staying in your own home or not. Here is how it works.

1 We listen to you

We want to know all about you so we can advise and provide the best care for you. You can ask us any questions you like. We listen to you.

2 HomeCare Package

The HSE award and allocate care hours to each client. Please know that you can discuss 'Consumer Directed Care' with the HSE as this gives you flexibility to allocate your care hours as you wish, with their agreement.

3 Community Team Visit

A member of our community team will visit you in person to answer any questions you may have and to finalise your individual care plan.

4 Your own Care Plan

Every client has their own needs, so it makes sense that each client has their own unique Care Plan. Your carer(s) work to this care plan, which is reviewed regularly and if your circumstances change.

5 Your dedicated Client Administrator

You will have a dedicated Client Administrator who ensures the smooth running of your roster according to your care plan. To do this, they match carer(s) to you, based on your needs and preferred times. If you have any questions, your Client Administrator is available to help you at any time.

6 Community Support

A member of our community team will visit you in person to assess your home, for your safety and the safety of our carers. Also, they will advise of available supports to help you, via your local Health Centre. They update and review your care plan. They conduct spot checks for quality of care.

7 24/ 7 On Call Service

You and your family have access to an out of office hours emergency call number, which is answered by one of our fulltime office team.

Frequently Asked Questions

What if I have a problem?

Your Client Administrator will be available to assist you.

Do carers have ID?

Yes, your carer carries Private HomeCare identification.

Do we need to update our house insurance?

Carers are insured by Private HomeCare for their booked hours. We advise clients to have current public liability insurance for your peace of mind.

Do I always have the same carer?

From time to time, your regular carer will not be available. They have holiday entitlements and family commitments. During these times, your Client Administrator will match another Private HomeCare carer with you until your regular carer returns to work.

How do you communicate with my family and I?

For ease and for clarity, we liaise directly with you and one nominated family member. A Client Report Book is kept in your house which contains your Care Plan and additional information.

What if I have a problem and the office is closed?

We have a dedicated on call number 087 788 4744 for emergency use only. Please call, do not text. This number is also in your Client Report Book.

Are carers vaccinated for Covid?

Due to European GDPR legislation, we are not permitted to disclose carers' vaccine status or any other personal information.

Do carers wear PPE clothing?

Yes. We provide PPE to all carers.

Can we change anything? e.g. our carer, carer hours

We are here to make your life easier. Simply talk to your Client Administrator who will help you in any way they can.

Can we temporarily change our carer roster if family are available to care? e.g. at Christmas

Of course, if it doesn't interfere with the ongoing care plan.

What happens if I have an appointment that clashes with my carer visits?

Please give your Client Administrator as much notice as possible and they will try to rearrange your homecare visit.

What about house keys and security?

Many of our clients install key safes which can be used by family, carers and the Public Health Nurse. We advise you to change the access code regularly and inform us when you do.

Is home care tax deductible?

Yes. Please visit www.revenue.ie or talk to your tax advisor.

For HSE clients only

Can I change my hours?

Yes. Your Public Health Nurse advises when your homecare package should be delivered so if there is a fundamental change to these times, we need to get permission from the HSE first. Consumer directed care is available by arrangement to clients.

What if I don't want to use all my hours?

As your carer hours have been deemed necessary, we strongly recommend you use all hours allocated in your homecare package. If not, it may appear that you do not need these care hours. Client Administrators must inform the HSE of any unused hours so they can be used by another person. If you wish to reinstate unused hours after cancellation, this will be treated as a new application by the HSE, and your allocation of hours will be re-assessed.

What if my regular carer is not available?

Service hours are usually over 7 days a week therefore a team of carers is arranged by your Client Administrator. We strive to have the same carer team however occasionally we may have to replace a carer due to holiday or personal commitments.