

# Private HomeCare News

April 2022

**Private HomeCare**

A Cpl Company

## Dear all,

As the weather improves and the days lengthen, we are all very much looking forward to Summer. Whilst we appreciate our good fortune here in Ireland, we have compassion for the people of Ukraine and the effects of war especially the loss of life (on both sides), and for many the loss of their home and homeland. Our employees and our parent company Cpl have raised funds for this which you can read more about in this newsletter.

In recent months, there was ill health in my immediate family, which has made me even more aware of our ethos "we care for others as we would like to be cared for ourselves". We must never forget the human element of caring in homecare. Listening to how our clients feel and to make sure they are heard, is so important. I learnt to be gentle in listening with the person receiving care and to be practical in advice to other family members. Private HomeCare offers both in the nature of what we do. We support the family as well as the person in need of care.

It is no surprise that a module is dedicated to Communications when training to work as a Home Care Assistant.

A highlight of our year here in Private HomeCare is our Annual Graduation Ceremony, where we honour our professional Home Care Assistants who have studied hard to earn their qualifications. This takes place at 7pm on Friday May 27th, for what we hope is the last virtual ceremony.

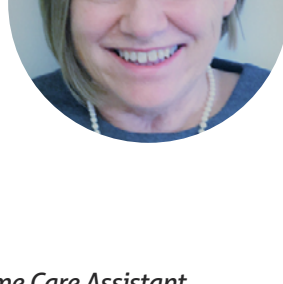
I would also like to welcome some new members of our office team who each bring valuable experience. Welcome Damien and Maeve!

Lastly, please note that we now refer to our Carers as Home Care Assistants.

Kind regards to you and your families. You are not alone. We are here for you.

Wishing you well,

**Elizabeth Nicholson**  
Founder and Managing Director



## Meet Our New Team Members

We are delighted to welcome new members to our office team:



### Maeve Vaughan

Recruitment and Compliance Administrator

We would like to welcome Maeve, the newest member of our team, to our Recruitment and Compliance Department where she will work closely with Patsy Philpott, Manager. Most recently Maeve worked for 5 years in HR and Compliance for Giraffe Childcare. This follows 20 years experience in Financial Services with AIB. Maeve is well versed in all recruitment processes including interviewing, qualification verification, garda vetting, auditing and lots more! In her spare time, Maeve enjoys musicals.



### Damien Dillon

Client Administrator

As a cancer survivor, Damien first encountered home care when he needed it for himself. When his health improved, Damien changed career to work as a Healthcare Assistant. Since then, Damien's experience includes disability care, brain acquired injuries, road traffic accidents and independent living. Damien also trains other carers in disability care, and his passion subject – communications with clients. In his spare time, Damien enjoys stage acting.

See Damien's article on the importance of self care during Covid below. Thanks Damien for sharing your experience.

## Covid 19 and Self Care

by Damien Dillon, Client Administrator, Private HomeCare

Everyone is experiencing Covid 19 in some shape or form. I would like to write about my own experience having been a Non-Hodgkin's lymphoma patient.

While the whole country was celebrating St. Patrick's Day and welcoming refugees to Ireland and learning about the war in Ukraine, I was feeling unwell. It was not from any alcohol, it was sore bones, a headache and a runny nose. At 3pm, I took an antigen test which was negative. At 21:00 on the same day, it was positive.

I got an appointment for the next morning for a PCR test which came back positive within 24 hours. I remained positive for 11 days. Those 11 days were an experience like none before, even when I was receiving chemotherapy treatment. The impact that Covid had on me was increased tiredness, and sore bones - it even hurt while having a shower and getting dressed.

Sometimes I felt like I was in prison, with food delivered to the door by my family. Sometimes I would eat all the contents on the tray, and other days I would just pick at my food. One of the things I learned about during this time was my mental health and what I really need in life. We need to ask ourselves why is everyone in a panic to get things done.

Life is for living. Take every day as it comes. Enjoy the fun times. Cry through the bad ones. But the main thing is to look after yourself. Be kind to yourself. Step back for a minute and have that 15 minutes on your own. Have a coffee outside. Listen to everything around you.

## The Importance Of Still Protecting Yourself From Covid

With 1.5million cases of Covid at time of writing and 6,843 deaths (RIP) in Ireland to date, it remains important to protect each other from Covid. As a reminder, here is some practical advice from the World Health Organisation:

"The virus can spread from an infected person's mouth or nose in small liquid particles when they cough, sneeze, speak, sing or breathe. These particles range from larger respiratory droplets to smaller aerosols.

- Get vaccinated as soon as it's your turn and follow local guidance on vaccination.
- Keep physical distance of at least 1 metre from others, even if they don't appear to be sick. Avoid crowds and close contact.
- Wear a properly fitted mask when physical distancing is not possible and in poorly ventilated settings.
- Clean your hands frequently with alcohol-based hand rub or soap and water.
- Cover your mouth and nose with a bent elbow or tissue when you cough or sneeze. Dispose of used tissues immediately and clean hands regularly.
- If you develop symptoms or test positive for COVID-19, self-isolate until you recover."

## Supporting Ukraine

We were acquired by Irish success story Cpl in 2011 and are proud to remain a small boutique agency with the support and back-up of a much larger one. It works for us and it works for our clients and carers. So we were delighted when Cpl took a very public stance in solidarity with the Ukrainian people and with all Russian people who condemn the actions of those who are unlawfully invading Ukraine. Here are just some of the supportive actions Cpl has taken:

1

The Cpl local offices in Poland, Slovakia and the Czech Republic support humanitarian efforts on the ground, and have offered their services to displaced Ukrainians seeking employment.

2

Cpl will put in place localised Employee Assistance Programme arrangements for employees in the CEE region who require additional support during this time.

3

Employees are invited to make a charitable donation via payroll (if you can, small or large) and Cpl will double all donations raised by employees. The final donation will be three times what our people raise and our charity partner will be Red Cross Ukraine.

## Awards

### Homecare Provider of the Year shortlist

Private HomeCare has been shortlisted for the "Homecare & Assisted Living Provider of The Year" by the Irish Healthcare Centre Awards 2022. We are delighted on behalf of all of our team and would also like to congratulate our fellow nominees (as they say in the Oscars!). We look forward to the announcement of the overall winner on May 13th next.



### Great Place to Work 2022

Cpl has had extraordinary success at the Great Place to Work Awards 2022 where we were successful on three fronts.

- We won the Laureate Award – an award for long tenured Great Place to Work workplaces who consistently demonstrate high levels of trust and engagement.
- We were one of two recipients for this prestigious award. We won the Great Place to Work Team Award – an award for the workplace that best embeds GPTW practices at team and organisational level.
- Lastly, we were placed 4th in the Large Category of Best Workplaces, an incredible increase in ranking from 11th place last year.

### Diversity



Cpl is extremely proud of our Great Place To Work scores in the Diversity, Equity & Inclusion category. 92%-98% of people feel in Cpl that they are treated fairly regardless of their age, gender, race, sexual orientation or family status & 91% of people feel they can be themselves.



### Silver Status for Sustainability

Cpl has been awarded Silver status from EcoVadis in recognition of our sustainability achievements, placing us within the top 25% of companies assessed for sustainability performance.

## New Brochures

Clients, please read our "Practical Tips for New Clients" brochure which answers your most common questions about home care and how it works for you.

Home Care Assistants, you should have received our "Practical Tips for New Carers" brochure via email. If not, please contact us for a copy.

## Testimonial

Take a look at this great testimonial we received recently. We always appreciate getting feedback on our services.

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**stwolstans abbey**  
2 reviews • 0 photos

★★★★★ 1 hour ago

We were with PHC for 8 years. We cannot say how happy we are with their service and professionalism. Both my parents had physical disabilities and needed home care. Their service allowed my father to live at home right up to his death and for my mother to live at home for 7 years as a widow. The regular carers we really part of the family and could be trusted to care independently of us and to make the hard decisions about phoning ambulances when required. Their knowledge and expertise of elder care is really impressive. In addition special thanks to Beverly and Barbara in the office who always kept us covered and well informed.



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## Contact Us

## Interested In Becoming A Home Care Assistant?