

November 2022 Client Newsletter

Welcome from Elizabeth

Dear clients,

We have many updates for you.

As you know and appreciate, home care is a sensitive service to offer. Understandably, the HSE require all providers to perform to a certain standard. At our most recent meetings with the HSE, the focus was again on safeguarding, service delivery, and the regulation of the home care industry, which we fully embrace and have been supportive of for many years. HIQA, the regulatory body for nursing homes, will regulate the home care industry, hopefully in the not-too-distant future.

Our continued focus is on the competency of home care assistants. At the end of the day, it's the care you receive from your caregiver that makes a difference to you. Our internal Training and Compliance departments prioritise competency and compliance at all times.

I cannot believe we will celebrate our 34th year in business in 2023. Before then however, a highlight of our year is our annual Long Service Recognition ceremony for home care assistants who have 3-, 5- and 10 years service with us. At this event, which takes place in Finnstown House Hotel on December 9th next, we will also announce the Private HomeCare Home Care Assistant of the Year, and a Special Recognition Award.

Finally, it was recently Mental Health Week, which is a very good reminder that self-care is the number one care.

Look after yourselves.

Elizabeth Nicholson

Founder and Managing Director

Black History Month

On October 26th last, our parent company CPL invited Dr. Ebum Joseph to deliver a masterclass on several topics including Understanding Racism in the Workplace, as part of Black History Month.

Dr Ebum Joseph is a Diversity and Race Relations Consultant, Author, TV panellist, Columnist and an Equality Activist. She is the Module Coordinator and Lecturer for Black Studies at University College Dublin (UCD), a Director at the Institute of Antiracism and Black Studies (IABS), and Founder & Chairperson of the African Scholars Association Ireland, AFSAI.

All CPL employees, including Private HomeCare, were invited to attend this talk, during working hours. CPL and Private HomeCare are committed to inclusion, diversion and quality.

Carer Uniforms

From time to time, we consider introducing branded clothing for our home care assistants. To date, we have retained the view that privacy is important for our clients, so have not introduced uniforms.

What do you think? We welcome your input. Please email training@privatehomecare.ie with your comments. All input is confidential and not be shared outside of Private HomeCare. Thank-you.

Private HomeCare Managing Director Wins Prize

Elizabeth Nicholson, Founder and Managing Director of Private HomeCare was recently announced as an All-Ireland Business All Star. Having founded the business, and led it for 34 years, we are sure you will agree that she truly deserves this accolade.

Congratulations Elizabeth!



Respect for the Aged Day



Only two countries in the world have a national holiday for older people, Japan and China. We love that this day recognises the contribution of older people to society and what we can all learn from them. So we want to embrace Respect for the Aged Day and promote it in Ireland. To do so, we ran a competition inviting people in our community to nominate older people they would like to honour.

Meet Maureen, one of our winners:

Towards the end of her career in healthcare, Maureen worked as a home care assistant with Private HomeCare for 6 years. She – and her good friend Margaret (RIP), also modelled for some of our brochures and social media. A resident of Oaklee Housing in Celbridge, Maureen was a guest at Oaklee's 20th anniversary in Ireland earlier this month. The event was held at the Royal Hospital Kilmainham, where Maureen met the Lord Mayor of Dublin and the Housing Minister when she was presented with an award for the Tenant's Participation Award. In her spare time, Maureen has volunteered with St Raphaels in Celbridge where her efforts meant two residents had many outings, including foreign holidays. These outings and holidays were only made possible by Maureen's volunteering. What a difference this made to these peoples' lives! Diagnosed with breast cancer at the end of 2021, Maureen is still attending hospital but with good results we are glad to report.

In 2019 Maureen joined a creative writing group and has since had her writing published in Ireland's Own magazine. We wish Maureen all the best in her 80th year.



Maureen is pictured here on a recent social outing with our Managing Director, Elizabeth Nicholson.

[Read about all of our worthy winners for Respect for the Aged Day here](#)

Home Care Assistant of the Month

Every month it is very difficult to choose just one of our hard working and experienced team to win 'Home Care Assistant of the Month'. Each of our 12 monthly winners become eligible to win the overall Home Care Assistant of the Year award.

Our October winner is Robinson Anaigo, who receives a voucher for €100. See what our judging committee had to say about Robinson:



"Robinson is very attentive to his clients, and they love him, not least because of his great sense of humour which really brightens up their day! He is also very reliable".

Robinson replied "I just don't know how to express my feelings. I am overwhelmed and so excited to be the winner of Carer of the month. Caring takes hard work, and I think its important to be passionate and humble. I promise to keep up my good work and to carry out my duties to the best of my knowledge".

Technology Update: New App for Home Care Assistants

We have recently invested in a new app, called 'One Touch'. This allows our homecare assistants to view their rosters at any time, and to click in and out of work with just one touch. Another benefit of our new app is that it makes payroll 100% accurate, whilst removing the need for manual record-keeping. It also gives schedule visibility at any time for every home care assistant.

Feedback has been very positive, and we would like to thank our team for embracing new technology.

Long Service Recognition

On December 9th next, our annual awards will take place in person for the very first time since 2019. Whilst there is a place for online work, we love meeting our team face to face.

At this event, we will recognise 4 home care assistants with 10 years' service, 19 with 5 years' service, and 21 with 3 years' service.

Home care is a very competitive industry, so we love that so many of our team stay with us for so long.

At the same event, we will also announce our Homecare Assistant of the Year Award and our Special Recognition Award.

Do you require Care for Outings?

If you think you or a family member is restricted to the home, perhaps think again. Several of our clients have booked home care assistants for that extra helping hand when leaving the house, for special occasions.

With the festive season fast approaching, don't get left behind. We can match you with suitable home care assistants for any occasion including parties, weddings, family gatherings and even weekends away. Everyone in the family can join in the fun and we will take care of any responsibilities.

For a confidential chat, please call Anne on 01 288 000.



This photo was given to us with permission to use from a client's daughter who said "A huge thank you for the two carers who minded Mam at the weekend. They did an amazing job. Mam was delighted with them."