



## Contacts For Carers



### Managing Director

Elizabeth



### Office

Senior Office Manager: Rita

Administrators: Sinead Mc, Liz, Ciara



### Client Care

Manager: Aga

Clinical Nurse Manager: Jean

Senior Community Social

Care Supervisor: Mary

Community Social Care Supervisor: Therese



### Service Support

Senior Administrators: Sinead H

Team Leaders: Honey, Lynne

Administrators: Hawa, Lidya, Kalai, Andreea



### Training and Compliance

Senior Manager: Anna

Senior Training Co-ordinator: Kellie

Training Co-ordinator Administrator: Hazel



### Recruitment and Compliance

Senior Manager: Patsy

Senior Recruitment Administrator: Maeve

Senior Recruitment Administrator: Janet

Recruitment Nurse: Elizabeth

## Contacts

Payroll and General Enquiries

[info@privatehomecare.ie](mailto:info@privatehomecare.ie)

Holidays/holiday pay

[holidays@privatehomecare.ie](mailto:holidays@privatehomecare.ie)

Social welfare forms

[compliance@privatehomecare.ie](mailto:compliance@privatehomecare.ie)

Training

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

Recruitment

[recruitment@privatehomecare.ie](mailto:recruitment@privatehomecare.ie)



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Hand hygiene is the single most effective measure in preventing the spread of infection.

Protect yourself and others by using alcohol gels or by correctly washing your hands with soap and water.

For more information, visit  
[www.privatehomecare.ie](http://www.privatehomecare.ie)



## Practical Tips for Carers



Office Number: **01 6219101**

# Payroll

All bookings are visible in your schedule through the OneTouch app. Instructions on how to download this app will be forwarded to you from Recruitment before your first assignment. When you arrive at your client's home, clock into your visit when you have seen your client and then clock out when you leave the home ensuring you stay for the full duration of the shift. This will ensure accurate and timely payment.

## When do I get paid?

Payroll is processed weekly and runs from Monday to Sunday. All visits correctly clocked in and out are processed the week after you have worked and paid through payroll department the week after that.

## When will I receive my payslip?

By email each Wednesday and you will be paid into your bank each Friday. If you do not have a pin to open your payslip, email [healthcarepayroll@cpl.ie](mailto:healthcarepayroll@cpl.ie) and request same.

## What is the Company Registration Number?

8293901A, but the payroll department will contact [www.ros.ie](http://www.ros.ie) and request your tax credits for you.

## How do I request holidays?

Send your holiday request to [holidays@privatehomecare.ie](mailto:holidays@privatehomecare.ie) giving a minimum of 4 weeks notice. State your last working day before your holidays and first working day after. Carers on the same roster cannot be away at the same time. It is first come first served.

## How is holiday pay calculated?

Your holiday and Public holiday pay entitlements will be calculated in accordance with the Organisation of Working Time Act 1997 as amended. Your fully accumulated holiday entitlement is paid in the payroll week of your first week of leave.

## How do I complete the digital tasks on each visit?

Once you clock in, the digital tasks for that visit will appear in a blue box under the green "clock in/clock out" box. Click the blue box to view tasks, mark them as completed, partly completed or other, as appropriate, and add relevant comments.

Then, clock out. Always read and follow each client's unique Care plan.

## If I have any concerns or issues about a client, who do I talk to?

You can talk to any member of the Service Support team. These may be recorded for internal processes.

## If I have any concerns or issues about anything else, who do I talk to?

Talk to any member of our team. We are all here to support you.

## Clients

## Is it possible to request a different client if I feel it's not the right fit?

If you are not feeling comfortable to continue with your client then contact any member of the Service Support team. Please note that we might need some notice before we can remove you from a client.

## Client confidentiality is of the utmost importance to Private HomeCare and Cpl.

Never discuss anything about your client with anyone, except a member of our office team. Confidentiality is an integral part of our service, and each care plan. General Data Protection Regulations (GDPR) is a legal requirement and must be adhered to at all times.

See our website for our full Privacy Policy.

# General

## ? What are our office opening hours?

- Monday to Thursday: 9.15am to 5.15pm
- Friday: 9.15am to 4.45pm

## ? How do I get PPE?

- Present your ID badge at the office to collect PPE during office hours. Ensure you wear a fresh set of PPE for each client, and practice infection prevention and control techniques.

## ? If I am sick or have an emergency outside of office hours, what can I do ?

- The out of office service operates from Monday to Thursday: 7.45 am to 9.15am and 5.15pm to 10pm; Friday: 7.45 am to 9.15am and 4.45pm to 10pm; Weekend and Bank holidays: 8am to 10pm. Please use the main office number to get in touch.

## ? What do I wear?

- Dark trousers, sensible closed in shoes (plain runners are suitable) and a short-sleeved top. Plain wedding bands only, stud earrings only, no necklaces, and short, unvarnished nails.

## ? Do I need ID?

- Ensure you carry your ID card at all times. If you lose your card or it goes out of date, email [recruitment@privatehomecare.ie](mailto:recruitment@privatehomecare.ie) to order a replacement.

## ? What client requests should I always refuse ?

- Under no circumstances should you use client's cash, credit cards or debit cards; drive their car or drive clients in yours; or purchase alcohol or any illegal substances for clients.