



Dear Carer,

I would like to welcome you to the first dedicated carer newsletter of 2013. These newsletters will be published quarterly and the aim of these is to keep you up to date on news and activities within Private Home Care and the caring industry. The marketing department welcome any feedback on these newsletters and also welcome any suggestions of what topics you would like to see covered in them. Please contact alloyd@privatehomecare.ie.

On behalf of all the administration team in Private Home Care, I would like to wish you and your family a very happy new year. Thank you very much for all your work over Christmas and the cover you provided to your clients.

Elizabeth Nicholson
Managing Director

New Year, New Look

We are excited to be starting the New Year with a fresh new look for Private Home Care and are delighted to be able to reveal our new logo. We have worked closely with

our designers to develop a bright modern design while still incorporating our key butterfly element which continues to reflect the long standing quality service we provide.

We would be delighted to hear your feedback on what you think!

Make sure you look out for our logo as we roll it out during 2013

HR Department - Here to Help

The HR support unit have responsibility for ensuring a continuous supply of qualified and experienced Home Care Support Workers, who each day, meet the geographical and care requirements of our Service Users and their individual needs. Our team have many years' combined experience in the HR, recruitment and compliance sector.

Meet our HR Department who are here to help you with any questions or concerns that you may have. Please feel free to contact them on **01 6219101** or hlube@privatehomecare.ie or pphilpott@privatehomecare.ie. **Don't forget if you have any friends with caring experience who would like to consider a career in Private Home Care we would be happy to talk to them.**

As part of our ongoing commitment to our Carer Training below are some training courses available to you from Private Home Care through CPL .

For more information on cost and booking please contact training@cplhealthcare.com or telephone: **01 4825447**



Hazel Lube



Nuala Joyce



Patsy Philpott

Fetac Level 5-Care Skills	4 Days
Fetac Level 5- Care Support	4 Days
Fetac Level 5- Communication	3 Days
Fetac Level 5- Safety and Health at Work	5 Days
Fetac Level 5- Occupational First Aid Certificate	3 Days
Fetac Level 5- Practical Home Care Skills	5 Days
Fetac Level 5- Care of the Older Person	4 Days
Fetac Level 5- Palliative Care	4 Days

How to recognise if an Older Person is being abused?

Most Older people do not experience abuse, but there are many ways in which an older person can be harmed or abused. An older person may experience more than one form of abuse at any given time.

If you suspect that an older person may be experiencing any of the feelings or effects outlined below then you may need to speak with a GP, Public Health Nurse, Senior Case Worker or contact the HSE Information line on 1850 24 1850.

Elder Abuse can be defined as: "A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights."

(Protecting our Future, Report of the Working Group on Elder Abuse, September 2002)

65 years of age is taken as the point beyond which abuse may be considered to be elder abuse.



'Protecting our Future', the report of the Working Group on Elder Abuse, published in September 2002, outlined the following possible indicators of elder abuse.

Psychological	Neglect	Financial	Physical	Sexual
Demoralisation	Dehydration	Unexplained or sudden inability to pay bills	Bruises or cuts, particularly to mouth, lips, gums, eyes, ears)	Trauma about the genitals, breasts, rectum, mouth
Depression	Malnutrition	Unexplained or sudden withdrawal of money from accounts	Abrasions	Injury to face, neck, chest, abdomen, thighs, buttocks
Feelings of hopelessness / helplessness	Inappropriate clothing	Funds diverted for someone else's use	Scratches	Presence of sexually transmitted disease
Disrupted appetite/ sleeping pattern	Poor hygiene	Being charged for unsolicited work or significantly overcharged for work done	Burns (inflicted by cigarettes, matches, rope, iron, immersion in hot water)	
Tearfulness	Unkempt appearance	Unexplained disappearance of possessions	Sprains	
Excessive fears	Under/over medicated	No funds for food, clothes, services	Dislocations	
Agitation	Unattended medical needs	Refusal to spend money	Fractures	
Resignation	Exposure to danger/ lack of supervision	Disparity between living conditions and assets	Hair loss (possible hair-pulling)	
Confusion	Absence of required aids, including reading glasses, dentures	Extraordinary interest by family member in person's assets	Missing teeth	
Unexplained paranoia	Pressure sores	Making dramatic financial decisions	Eye injuries e.g. black eye	