

private  
**home care**



professional care consultants



## CARING FOR ALL AGES AND ABILITIES

babies, new mums, disabilities, chronic  
and serious illnesses,  
convalescents and  
elder care



## **ARE YOU CONSIDERING CARE?**

- Do you have an ageing parent? Are you a new mum?
- Are you or is a close friend or relative about to leave hospital to return home?
- Do you have an illness or disability?
- Does your family need extra support in the home?

**WE CAN HELP.**

## ARE YOU CONSIDERING CARE?

**This can be a challenging time.**

We know that at times of change within your family, things may seem overwhelming and confusing. We are here to guide you through this process to ensure the best result for you and your family. As well as the emotional upset and upheaval of this time, there may also be physical demands associated with care including toileting and bathing. Furthermore our carers can also provide care at nights so that you don't suffer from disruptive sleep.

### **Family Agreement on Best Way Forward**

While it is usually only one person who needs care, the whole family, including in-laws can be affected. You may need to consider personal issues such as family visit rotas, how to share the responsibility among family members, and how to do so in a way that is deemed fair by all. This situation can unintentionally cause disharmony. We are happy to attend family meetings and equally we invite you to visit us for a confidential discussion on your situation. Our Nurse Manager is available to assess the care needs in your situation.

### **Cost of Care**

The cost of care is undoubtedly a concern for the family. You may be exploring all options at this time, from family care to private home care to nursing homes. Nursing homes can be expensive and necessitate a person leaving their family home. They tend to become permanent solutions that are difficult to reverse. Unlike nursing homes, our care provision can change according to your needs and can work around and support family rotas. Also unlike nursing homes, our care is one-to-one. Our carers are dedicated solely to the client, allowing for a rapport to be built up. Aside from practical assistance, our carers can provide companionship for our clients. No-one else will place demands on your carer when they are booked with you.



### **Payment Options**

We offer two payment options which give you flexibility of choice depending on your personal circumstances:

Option 1 is where we take responsibility for carer PRSI, insurance, holiday and bank holiday pay. With this option, we invoice you fortnightly and the carers use time sheets, signed by you after each working week, to account for their hours.

Option 2 is where you pay the carer. With this option, you pay the carer each week upon receipt of their completed time-sheet and we invoice you monthly for administration.

Note that tax relief of up to 41% may apply on Option 1 prices and this can be claimed by any family member. Please see our website or contact your local tax office for more information.

### **Choosing a Care Provider**

Regarding care, you will be bringing a stranger into your home, so it is imperative that all your questions and concerns are met by your chosen care provider.

### **Get in Touch – We are Here to Help**

Call us today for any advice on your care situation. Every family's needs and situations are different. Our 21 years in business means we have come across many situations but for you, it may be the first time. We will listen and advise you in confidence, with no obligation on your part.

## **NEXT STEPS IN CHOOSING A CARE PROVIDER**

Here are some questions you might consider asking a care provider.

### **HOW LONG ARE YOU IN BUSINESS?**

Private Home Care was established in 1989 by Managing Director Elizabeth Nicholson. We continue to support independent living for people of all ages and varying needs, including mothers with young children, convalescents and those with disabilities. After over 20 years experience, we have an intimate knowledge of the Irish health care system and our care services are designed to support this.

### **DO YOUR FOUNDERS OR MANAGEMENT HAVE RELEVANT EXPERIENCE?**

Our Managing Director, Elizabeth Nicholson, worked for almost a decade in hospital administration in the Coombe Hospital. She is a former director of Age Action Ireland, holds memberships of charitable societies and associations, and is also a founder member of the Lucan Host Committee for the Special Olympics 2003. Elizabeth holds a Diploma in Management and Industrial Relations from the National College of Ireland (NCI).

Elizabeth is a founder member of the Professional Institute of Care Providers.

Our Client Manager, Anne Marks, has worked with Private Home Care since the very beginning. This follows her career in administration and team management in national and multi-national companies. Anne manages our team of dedicated Client Administrators, who have all worked with us for at least five years.



### DO YOU BELONG TO ANY PROFESSIONAL ORGANISATIONS?

Our Managing Director, Elizabeth Nicholson, is a founder member of the Professional Institute of Care Providers. The PICP is an association of independent, care agencies in Ireland that have agreed to a shared code of practice. Our members include providers of medical and non-medical home care.

We are a member of the Small Firms Association.

### DO YOU HAVE ANY QUALITY CERTIFICATION?

Private Home Care is a professionally run business, with systems and processes in place which have been awarded ISO 9001:2000 accreditation.

### ARE YOU A HSE SUPPLIER?

In 1997 we were approached by the Health Board and St. James's Hospital to care for a long stay gentleman with a severe disability who wished to be cared for at home. With the disestablishment of the Health Boards, we have continued to provide carers to clients on behalf of the HSE. We also work closely with social workers and other health professionals as well as solicitors and accountants who support families throughout their lives.



### WHAT ARE THE MINIMUM QUALIFICATIONS YOUR CARERS NEED?

All our carers must have proven caring experience of a minimum of one year in either a private (e.g. caring for a family member in Ireland only) or hospital environment. We check references to validate caring experience. All carers are Garda vetted and must have an up-to-date People Handling Certificate. Fluent English and a valid working visa are also a requirement. We encourage our carers to work towards FETAC Level 5 training and many of our carers already have this.

### WHAT DO CARERS DO?

The duties of a carer vary from client to client. Specific duties are agreed prior to care starting. These can range from practical assistance e.g. meal preparation to personal care e.g. bathing and toileting, to companionship. Specialised carers are also available who are experienced with hoisting and peg-feeding.

**Are carers permitted to give medication?**

Our carers are not permitted to administer medication as they are not doctors or nurses. They can however, prompt the client that medication needs to be taken.

**Can you provide care for Alzheimers and Dementia?**

Yes. With our 21 years in business we have had numerous clients with Alzheimers and Dementia. Our carers are experienced in this area.

**Do you care for Neurological Disorders?**

Yes. We care for those with Stroke Conditions, Spina Bifida, Multiple Sclerosis and Motor Neurone Disease.

**Do you have nursing staff?**

Our Nurse Manager visits new and existing clients to assess their care needs and for quality checks. Our Nurse Manager is a key part of our support team and liaises with other health professionals and clients and families as required. Clients find her expertise and empathy a wonderful support.

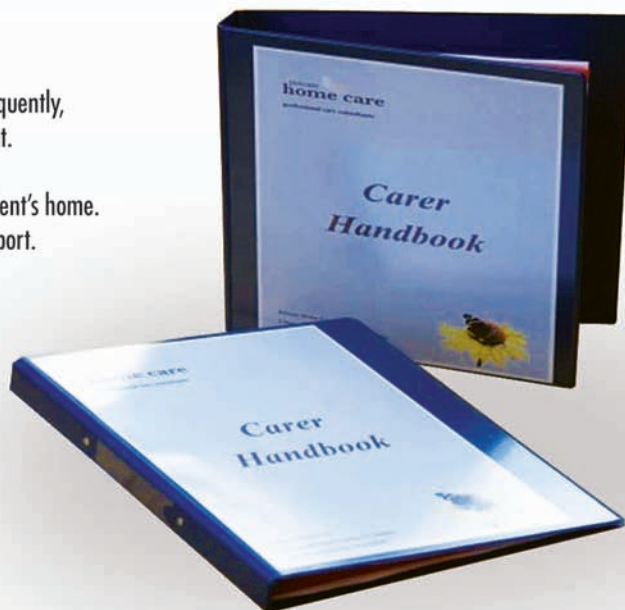


### **What is your reporting procedure?**

In the early stages of care our client administrator will contact you to appraise your satisfaction with the carers and care services. Subsequently, our Nurse Manager is available to visit you for continuous assessment.

A Confidential Information and Report Book is maintained in each client's home. This contains your tailored care plan. It also contains a carer daily report.

This allows the client and their family to have up-to-date information on the care plan. Our carers are also issued with a Carer Handbook of all our policies and procedures that must be adhered to.



### **How do you charge?**

We charge based on time (hours, days or nights used).

With the sole exception of Live-in Care, you only pay for the time you use.

Where needs may change depending on age, illness or rehab etc. our clients and families enjoy the peace of mind knowing that our prices are constant.

### **Do you have a minimum booking time?**

We do not have a minimum booking period. However, as you will notice in our pricing structure, the cost of care reduces per hour as the number of booked hours of care increase.

### **If I have a question, who do I talk to?**

Each of our clients has a dedicated Client Administrator to look after their portfolio of care to ensure that the clients caring needs are being met. Our friendly and professional Client Administrators are available to answer any queries you may have.



## WHAT CAN WE DO FOR YOU?

Whatever your age, whatever your need, we can help – from one hour per week or 24/7 Live-In Care Services.

As well as the list of services that we provide, the main advantage of private home care is the knowledge that your loved one is safe so you are worry free.

In our experience, clients' needs typically include any or all of the following:

### Personal Care of the Client

- Personal Hygiene
- Mouth Care
- Hand Care
- Continence Management
- Mobility and Transfer Assistance
- Assistance with Feeding
- Medication Supervision



### Practical Support for the Client

- Light Household Duties
- Bed Making
- Fire Lighting
- Shopping
- Assistance with Pets
- Preparing and Serving Meals
- Personal Laundry
- Ironing
- Assistance with Clothing Selection & Grooming



### Companionship & Care

- Conversation & Companionship  
e.g. playing cards, doing crosswords
- Mental & Physical Stimulation
- Accompaniment to Appointments
- Answering Telephone
- Organising & Planning Daily Activities
- Assistance with Entertaining





I don't have to give up  
my favourite hobbies



It's nice to have someone  
to play cards with



I love being



My mum needs her sleep



I live alone so it's  
great to get help  
with the dinner





g at home



I love reading the paper  
in the morning



I enjoy getting out for a walk



I'm at work all day  
and worry that mum  
will forget to take  
her medication



I need help getting showered  
and dressed

### **High Dependency Care**

Many of our carers are trained and experienced in the use of specialised medical supports such as peg-feeds and hoists.

### **In Addition**

If you require an additional service, please do not hesitate to discuss this with our Client Manager.

Many of our clients enjoy simple home comforts such as having a cup of tea made or having the daily paper delivered by the carer.

Whatever you need, we will endeavour to give it to you.

### **Matching Carers to Clients**

Our long experience has taught us that exemplary service extends beyond professional expertise to respect, empathy and companionship — the cornerstones of our reliable, personal service. At Private Home Care, we take the time to listen and understand individual requirements and skilfully match our carers to the specific needs and personalities of our clients.

### **Dedicated Client Administrator**

At consultation, a client care plan is prepared by mutual agreement and managed by our Client Manager. Each of our valued clients is assigned their own dedicated administrator. Care Plans are routinely monitored and updated according to clients needs. Our friendly and professional administrators are available to answer any queries you may have. We are conscious that we are entering people's homes and lives sometimes in vulnerable circumstances; therefore confidentiality is a constant feature of our service. Continuity of care is an essential part of providing care in the home. To achieve this each client receives a roster including information of dates and times of bookings, and attending carers.

### **Podcasts/Newsletter/Blog**

We like to keep people up to date with what's going in Private Home Care. We update our website regularly with new additions to our blog as well as podcasts on our services and topics of interest that may be useful to you at this time. All our clients also receive a copy of our periodic newsletter.

Please browse our site [www.privatehomecare.ie](http://www.privatehomecare.ie), for any other information.

### **Our Ethos**

Elizabeth Nicholson set up Private Home Care 21 years ago when she was a new Mum. The business has grown to become Ireland's leading care provider however our ethos has remained constant throughout the years: 'We care for others as we would like to be cared for ourselves'



## TAKE ACTION

1. Using our guidelines in the previous section, we encourage you to explore all your options.
2. Convene a family meeting.
  - 2.1. It is important that all relevant family members are invited to attend. This may include in-laws.
  - 2.2. Everyone should be given an opportunity to express their opinion and all views must be taken into account. This will ensure a successful care plan and harmonious family atmosphere.
  - 2.3. It may be beneficial to invite an independent expert to attend this meeting and Private Home Care can fulfil this role.
  - 2.4. The outcome of this meeting should be an agreement of the way forward.
3. Upon agreement to commence private home care, the following will happen:
  - 3.1. A dedicated Client Administrator will be assigned to your family and will open a portfolio of care.
  - 3.2. A Garda vetted and trained carer, or carers, will be appointed for you.
  - 3.3. Your dedicated Client Administrator will regularly organise your roster of care which will be sent to all nominated contacts via post or email.
4. Your care plan is adaptable as caring needs change. Our Nurse Manager and Client Administrator will liaise with you and each other to ensure optimum quality of service at all times.



**CALL US TODAY**  
**in confidence FOR EXPERT ADVICE**  
**on your individual**  
**circumstances.**





# private home care

professional care consultants



**PRIVATE HOME CARE**  
**2 NEWCASTLE ROAD, LUCAN,**  
**CO. DUBLIN**

**PLEASE CONTACT US TODAY ON:**  
**WESTSIDE 01 6219101**  
**SOUTHSIDE 01 2880000**  
**NORTHSIDE 01 8316222**

**F: 01 6219107**  
**W: WWW.PRIVATEHOMECARE.IE**  
**E: INFO@PRIVATEHOMECARE.IE**