

# Carer Survey:

- The ongoing well-being and satisfaction of our carers is of paramount importance to Private Home Care, as our carers are in and out of our clients' homes day and night. In our view, if our carers are not happy, our clients will not be happy.
- Private Home Care therefore surveyed all our carers at the end of 2009 and we are delighted that 86% of them rated the support we provide to our carers as "Good to Excellent". We always recognise that there are areas for improvement which is why these surveys are very beneficial to us.
- Here are some comments from our carers:

"I always feel that I can rely on Private Home Care to give advice in any situation."

"They provide training to carers and give support and encouragement when help is needed."

"In my opinion, all care given is first class."

"If ever there are any difficulties, Private Home Care is quick to correct the issue."

"There is always someone at the end of the phone if you have a query."

Private Home Care remains committed to continuous improvement.

6566

## Commitment to Professional Training

Our Nurse Manager, Margaret, recently attended a one day course on Dementia Care, run by Our Lady's Hospice (Education and Research Centre). The topics covered included: Communication in Dementia Care, Understanding Dementia and Working with Persons whose Behaviours Challenge Staff and Activity Provision in Older Person Dementia Care.

Nurse Margaret also attended a Hepatitis C in Primary Care Nurse Education Course run by the HSE at Stewart's Hospital, Palmerstown.

## Answers to Brain Teasers

1. *Yesterday, Today and Tomorrow*
2. *The letter "e", which is the most common letter in the English language, does not appear once in the long paragraph*
3. *The woman was a photographer. She shot a picture of her husband, developed it, and hung it up to dry*

Please contact us today on: **01 2880000** (Southside)  
**01 8316222** (Northside)  
**01 6219101** (Westside)

2 Newcastle Road,  
Lucan, Co. Dublin.  
info@privatehomecare.ie  
www.privatehomecare.ie

# private home care



Elizabeth Nicholson,  
Managing Director,  
Private Home Care

## Dear Friends, Welcome to our Spring 2010 newsletter.

This edition is jam packed with news – Companionship Live-in service, training updates and lots more!

I believe it is important to respond to the economic climate of the day, and once you have browsed through our newsletter, I hope you will agree with me that Private Home Care continues to address your needs – whether you are a medical professional, a carer, a client – or indeed if you are simply considering if care in the home is the best option for your needs.

Your feedback is very important to us, so please stay in touch, keep well, and remember Spring is in the air (to help you get fit and in shape for Summer, please see our nutritional tips on page 3).

Thank you for your continued support.

Yours sincerely  
Elizabeth Nicholson  
Managing Director



## New In-home Support



Private Home Care is pleased to announce our new in-home support service.

This is a service available for any age where special management of a condition is required. Clients may be apprehensive about managing their condition when leaving hospital or a nursing home to return home. In such instances, Private Home Care's Nurse Manager will visit you in the hospital or nursing home to liaise with your hospital nurse regarding your care. Nurse Margaret will then meet with you and your Private Home Care carer in your home to ensure that your carer receives any specialist support required. Nurse Margaret will also make a follow-up visit to ensure you and your carer are happy with all arrangements.

Our in-home support service also applies where a client has special needs e.g. Stoma Care Management.

Feedback from clients who have availed of this service is very positive as the client and his / her family can rest assured in the firm knowledge that your carer understands and can deliver your specific care requirements.

### New Additions!

Two members of our staff have recently given birth. Congratulations to Sinead and Anna on the arrivals of their little boy and girl, respectively. We wish them all the best.

*"We care for others as we would like to be cared for ourselves"*

CELEBRATING OVER  
**20 years**  
IN BUSINESS

# private home care

## 24 hour Companionship Live-in Care Now Available

In line with customer enquiries, we are delighted to now offer a 24 hour care plan. Our prices for our new Companionship Live-in Care can range from €1,200 upwards depending on the level of care required.

Please contact us with any enquiries for more information.

\*Please note that Live-In Care is our only care product where the price varies according to care needs. All other care time periods booked are paid on a time rather than needs basis. This gives assurance to our longterm clients whose needs might change over time. They can use our services knowing that prices will not go up over time as their care requirements may change.

Our HR Manager, Hazel, says "24 hour carers are especially chosen because they are mature, experienced carers with a friendly and flexible attitude."

## Thank You

We would like to send out a big thank you to all our carers who made such an effort over the Christmas/New Year period to reach our clients in the bad weather. We know that many of our clients found it difficult to leave their homes due to adverse motoring conditions and several of you called us to thank your carers for their commitment.

## Meeting the Minister



In December of last year, Elizabeth Nicholson, MD of Private Home Care met with Mary Harney, Minister for Health, as part of a delegation from the Professional Institute of Care Providers.

## Brain Teasers

1. Can you name three consecutive days without using the words Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, or Sunday?
2. This is an unusual paragraph. I'm curious how quickly you can find out what is so unusual about it. It looks so plain you would think nothing was wrong with it. In fact, nothing is wrong with it! It is unusual though. Study it, and think about it, but you still may not find anything odd. But if you work at it a bit, you might find out.
3. A woman shoots her husband. Then she holds him under water for over 5 minutes. Finally, she hangs him. But 5 minutes later they both go out together and enjoy a wonderful dinner together. How can this be?

Answers on Back Page

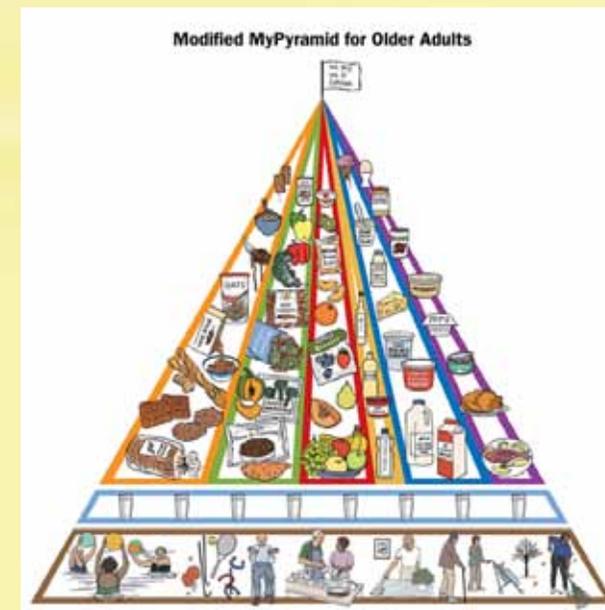
## Dietary Pyramid for Older Adults

"Adults over the age of 70 have unique dietary needs," says Alice Lichtenstein, Director of the Cardiovascular Nutrition Laboratory at the Jean Mayer USDA Human Nutrition Research Center on Aging at Tufts University, USA.

"Older adults tend to need fewer calories as they age because they are not as physically active as they once were and their metabolic rates slow down. Nevertheless, their bodies still require the same or higher levels of nutrients for optimal health outcomes."

As seen below, the Modified MyPyramid for Older Adults shows foods in the following categories, and includes recommended fluid intake and physical activity:

- Whole, enriched, and fortified grains and cereals such as brown rice and 100% whole wheat bread.
- Bright-coloured vegetables such as carrots and broccoli.
- Deep-coloured fruit such as berries and melon.
- Low- and non-fat dairy products such as yogurt and low-lactose milk.
- Dry beans and nuts, fish, poultry, lean meat and eggs.
- Liquid vegetable oils and soft spreads low in saturated and trans fat.
- Fluid intake.
- Physical activity such as walking, house work and gardening.



"Regular physical activity is linked to reduced risk of chronic disease and lower body weights. Government statistics indicate that obesity in adults 70 years and older has been increasing. Physical activity is one way to avoid weight gain in later years and its adverse consequences.

Tip: Consider bags of frozen pre-cut vegetables that can be resealed or single-serve portions of canned fruit.

Tip: "For fibre rich foods, eat mainly whole grain products rather than highly refined forms, and whole fruits and vegetables rather than juices.