

About your Carer

We have a wonderful team of qualified professional carers, many of whom have been with us for 10 years or more. This section explains how we match carers with clients.

How do we recruit and vet carers?

Only 10% of applicants meet our recruitment standards. All of our carers are Garda vetted and provide International Police Clearance if necessary. All carers undertake mandatory QQI training and induction, and have an individual annual training and annual competency plan.

Can we meet our carer in advance?

Your Service Support Administrator will introduce you to your carer in advance.

What is the standard of Private HomeCare carers?

With decades of experience in homecare, we know what qualities, as well as qualifications carers need. We are highly experienced in this area, and it is in all our interests that we match clients and carers successfully. In the event of incompatibility, we will do our best to replace your carer.

Will my carer speak English?

Yes, although English may not be the native language for some. The ability to communicate is a key part of a client and carer relationship and is one of the criteria for becoming a Private HomeCare carer.

Can I specify what country my carer can come from?

No. We match carers to clients based on skills, then availability and then location. We are a zero discrimination company and we respect Irish legislation, i.e. the Employment Equality Acts and the Equal Status Act. Our parent company Cpl has been awarded the prestigious 'Investors in Diversity- Gold' accreditation.

What do Carers do?

Carers work according to your prepared and agreed care plan, which typically includes personal care, meal prep, light housekeeping and medication prompting. Carers are not permitted to directly administer medication. Importantly, carers also maintain daily records of their visits.

About Us

Set up in 1989, Private HomeCare was acquired by Cpl, one of Ireland's most successful companies, in 2011.

Cpl is a zero-discrimination company. Its core values are Customer Focus, Respect, Accountability, Effective Communication and Empowerment.

Private HomeCare continues to provide the benefits of an expert boutique agency, supported by the financial and legal protections of a much larger company.

We are a HSE approved provider. We were the first home care company in Ireland to be awarded the international quality mark ISO in 1998, which we have retained every year since.

Nurse Led Community Team



Aga Majewska
Senior Client Manager



Jean Gilvarry
Clinical Nurse Manager



Mary Tuffy
Senior Community Social Care Supervisor



Therese Enright
Community Social Care Supervisor



Established 1989



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

A practical guide
for new clients

For more information, visit
www.privatehomecare.ie



Office Number: 01 2880000 / 01 6219101



Home Care - How It Works

We understand that home care is a big step for anybody and we know that people come to highly value the support of carers. Home care can make all the difference with you staying in your own home or not.

1 We listen to you

We want to know all about you so we can advise and provide the best care for you. We will work together with you to provide the best care plan for your needs.

2 HSE HomeCare Package

The HSE award and allocate care hours to each client. Please know that you can discuss 'Consumer Directed Care' with the HSE as this gives you flexibility to allocate your care hours as you wish, with their agreement.

3 Community Team Visit

A member of our community team will visit you in person to answer any questions you may have and to finalise your individual care plan.

4 Your own Care Plan

Every client has their own needs, so it makes sense that each client has their own unique Care Plan. Your carer(s) work to this care plan, which is reviewed regularly and if your circumstances change.

5 Your dedicated Service Support Administrator

You will have a dedicated Service Support Administrator who ensures the smooth running of your roster according to your care plan. To do this, they match carer(s) to you, based on your needs and preferred times. If you have any questions, your Service Support Administrator is available to help you.

6 Quality and Spot Checks

Private HomeCare takes quality, health and safety very seriously. A team member will regularly communicate with you by phone, and visit you to ensure you are happy with our carers and our service.

7 Out of Office On Call Service

You and your family have access to out of office hours and emergency support. Please call 01 6219101 and your call will be diverted to one of our Service Support Administrators.

Frequently Asked Questions

What if I have a problem?

Your Service Support Administrator will be available to assist you.

Do carers have ID?

Yes, your carer carries Private HomeCare identification.

Do we need to update our house insurance?

Carers are insured by Private HomeCare for their booked hours. We advise clients to have current public liability insurance for your peace of mind.

What if my regular carer is unavailable?

From time to time, your regular carer will not be available. They have training as well as holiday entitlements and family commitments. During these times, your Service Support Administrator will match another carer with you until your regular carer returns to work.

How do you communicate with my family and I?

For ease and for clarity, we liaise directly with you and one nominated family member by email and phone. A Client Report Book is kept in your house which contains your Care Plan and additional information.

What if I have an emergency and the office is closed?

We have an on call service which operates outside of office hours and this can be accessed by calling the main office number.

Data Protection and GDPR

We comply with General Data Protection Regulations.

Do carers wear PPE clothing?

Yes. We provide PPE to all carers.

Can we change anything? e.g. our carer, carer hours

We are here to make your life easier. Simply talk to your Service Support Administrator who will help you in any way they can.

Can we temporarily change our carer roster if family are available to care? e.g. at Christmas

Yes, this is not a problem.

What happens if I have an appointment that clashes with my carer visits?

Please give your Service Support Administrator as much notice as possible and they will try to rearrange your home care visit.

What about house keys, security and bank cards?

Carers are not allowed to hold keys to client's home so we suggest a key coded box. We advise you to change the code regularly and inform us when you do. Carers are not allowed to take bank cards from clients.

Is home care tax deductible?

Yes. Any family member can claim tax from home care, with potential savings of up to their highest tax band. Please visit www.revenue.ie or talk to your tax advisor.

HSE Home Care Packages Only

Can I change my hours?

Yes. If there is a fundamental change to your care plan, we need to get permission from the HSE first. Consumer directed care is available by arrangement to clients.

What if I don't want to use all my hours?

As your carer hours have been deemed necessary, we strongly recommend you use all hours allocated in your home care package. If not, it may appear that you do not need these care hours. Service Support Administrator must inform the HSE of any unused hours so they can be used by another person. If you wish to re-instate unused hours after cancellation, this will be treated as a new application by the HSE, and your allocation of hours will be re-assessed.