



Contacts For Carers



Managing Director

Elizabeth



Senior Office Manager

Rita



Client Care

Manager: Aga

Clinical Nurse Manager: Jean

Senior Community Social

Care Supervisor: Mary

Community Social Care Supervisor: Therese



Service Support

Senior Administrators: Honey and Sinead H

Administrators: Hawa, Lynne, Sinead M, Lidya,

Helen, Kalai



Training and Compliance

Senior Manager: Anna

Senior Training Co-ordinator: Kellie

Training Co-ordinator Administrator: Hazel



Recruitment and Compliance

Senior Manager: Patsy

Senior Co-Ordinator: Maeve

Senior Recruitment Administrator: Janet

Recruitment Nurse: Elizabeth

Contacts

Payroll and General Enquiries

info@privatehomecare.ie

Holidays/holiday pay

holidays@privatehomecare.ie

Social welfare forms

compliance@privatehomecare.ie

Training

training@privatehomecare.ie

Extra availability/change availability

avail@privatehomecare.ie

Recruitment

recruitment@privatehomecare.ie



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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. To ensure accurate and timely payments, clock in when you arrive at your client's home, and clock out when you leave the home, ensuring you stay for the full duration.

When do I get paid?

Payroll for all visits clocked in and out are processed in the week after you work. You are paid the week after payroll processing.

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 and request same.

What is the Company Registration Number?

8293901A, but the payroll department will contact www.ros.ie and request your tax credits for you.

How do I request holidays?

Send your holiday request to 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?

Holiday pay is calculated at 8% of hours worked. Public holiday payments are calculated as per the Organisation of Working Time Act 1997. 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, and add relevant comments. Then, clock out.

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.

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

If I don't want to go back to a client, is that ok?

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?

- PPE is available for collection from the office during opening 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. The out of office number is 087 788 4744. Please phone only. Do not text or email as these are not monitored.

? 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 to order a replacement.

? What client requests should I always refuse?

- Under no circumstances should you drive a client's car, or drive clients in your car, or purchase alcohol for them.