

# Private HomeCare News

January 2025



## Welcome from Elizabeth

Dear clients,

As we prepare to welcome 2025, we reflect on what has been an incredible journey—providing 36 years of dedicated service in the home care industry.

A highlight of our calendar each year is to recognise some of our amazing carers. I would like to congratulate Mary Travers, our 2024 Carer of the Year, and Cormac Stanley, recipient of the 2024 Special Recognition Award.

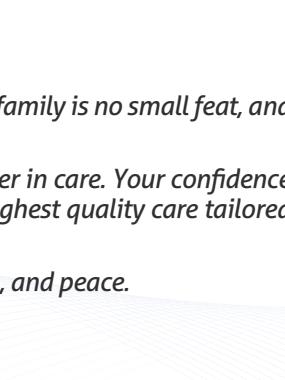
Mary exemplifies our values of client focus, expertise, and service. Cormac's inspiring story is shared below. Our Recruitment and Compliance Manager, Patsy, has been with us for over 10 years and rejects 90% of applicants who would like to join our carer team. Quality of care is of the utmost importance to us.

Our annual Graduation ceremony is another highlight of the year. Balancing work, study, and family is no small feat, and we are so proud of the achievements of our most recently trained professional home carers.

We extend our deepest gratitude to you for choosing Private HomeCare as your trusted partner in care. Your confidence in our services inspires us to continually strive for excellence, ensuring that we provide the highest quality care tailored to your needs.

I would like to wish you and your families a very Happy New Year filled with health, happiness, and peace.

**Elizabeth Nicholson**  
Founder and Managing Director

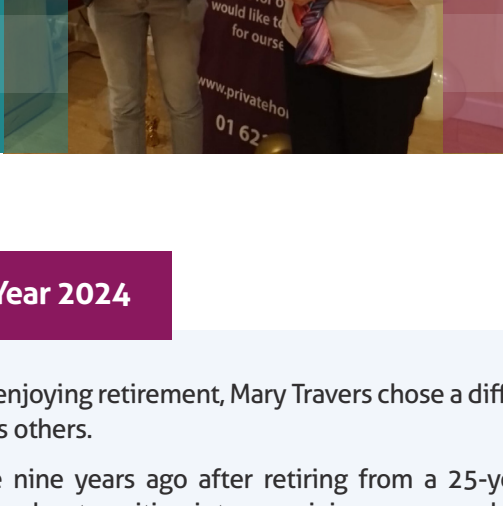


## Carer of the Year and Special Recognition Award 2024



Special Recognition Award  
2024

**Cormac Stanley**



Carer of the Year  
2024

**Mary Travers**

### Mary Travers: Carer of the Year 2024

At a time when many would be enjoying retirement, Mary Travers chose a different path—one that brings care and companionship to countless others.

Mary joined Private HomeCare nine years ago after retiring from a 25-year career working with people with special needs. She describes her transition into caregiving as a new chapter that gave her life renewed meaning. "Most people look forward to retirement, but I felt lost," she explains. "Private HomeCare gave me purpose to get up in the morning. It's the best thing I ever did."

"I've met so many lovely people over the past nine years," Mary says. "I feel lucky to have supported my clients and their families. My motto is to be a good listener and provide practical and emotional support. Respect and confidentiality are key, especially as I work in my own local area where I know many people."

"Working as a home carer makes me feel very fulfilled," she says. "It's about being present, listening, and giving people the respect they deserve."

Mary highlights the excellent support she receives from the Private HomeCare team. "If I ever have concerns, the staff in the office are always there to help. They keep us updated with education and standards, which I find so valuable," she notes. "I enjoy the classes with other carers and hearing about their experiences."

The teamwork extends to her daily work, particularly during double shifts. "Sometimes we work together depending on client needs," she explains. "It's always helpful to discuss things with coworkers and share perspectives."

When asked for tips for new carers, Mary offers wisdom earned from years of experience:

- Get to know your client.**  
Build trust and tread carefully at first.
- Listen closely.**  
Give clients the chance to express their feelings and needs.
- Communicate with families.**  
Keep an open line of communication with a client's loved ones.
- Monitor health.**  
Watch for changes in physical condition and report them promptly to the office.

Despite the emotional demands of her work, Mary finds immense happiness in her role. "I look forward to meeting my clients every day. Every client is different, and that keeps the work interesting," she says. "I've never come away from a visit feeling sad—I focus on bringing positivity to my clients."

Outside of work, Mary enjoys walking and reading, which help her unwind and recharge. "I'm the same age as many of my clients, but that doesn't bother me. I'll keep going as long as I can!"

### Cormac Stanley: Special Recognition Award 2024

Cormac Stanley has spent the last eight years building a career in caregiving. His experience spans hospitals, clinics, intellectual disabilities and nursing homes. Armed with a degree in Applied Healthcare from the South East Technological University, Cormac joined Private HomeCare in May 2024, bringing his wealth of knowledge and compassion to clients in their own homes.

#### A Lifelong Calling

For Cormac, caregiving isn't just a job; it's been a part of his life for as long as he can remember. Growing up, his grandmother battled a series of illnesses, including COPD, cancer, and dementia, and his family rallied around her care.

"When Nan was bed bound, my Mam was her primary carer. Watching her inspired me. Initially, I wanted to be a paramedic, but I realised that whether I'm working with my Nan or someone else's Nan, I have the ability to make someone's day a little better—whether it's helping them dress, buttering toast, or turning up their favourite TV show. Even the smallest improvement in their day feels like a success to me."

Cormac's warm, sociable nature has made him a natural fit for home care. "I have found that clients in home care are more comfortable and appreciative of your efforts than in other settings. I believe in the value of home care, and it suits me perfectly," he explains.

#### Grace Under Pressure

Recently, Cormac faced one of the most challenging moments of his career. During a routine visit, a client began coughing severely while Cormac assisted him with a bed bath. Recognising the situation was worsening, Cormac quickly called for the client's son, who was in the house at the time, and asked him to dial an ambulance.

The situation escalated as the client became unresponsive. Staying calm, Cormac - with paramedics over the phone - followed their instructions. Despite his efforts and those of the emergency team, the client passed away.

Reflecting on the experience, Cormac shares, "It was incredibly tough but I take solace in the fact that I was there. If I wasn't there, my client might have been alone in his final moments."

The client's family expressed deep gratitude, reaching out later to check on Cormac's well-being. "Hearing how much he looked forward to our mornings together—to something as simple as a wash and a chat—reminded me why I do this work," he says.

#### A Rewarding Path Forward

While the job can be emotionally demanding, Cormac remains committed to his role as a carer. "Clients pass away, but there are so many more lives I can touch and improve," he says.

Outside of work, Cormac finds balance in nature, hiking in the Wicklow Mountains or enjoying long motorbike rides. These moments of simplicity remind him to step back and appreciate life.

As for the future, Cormac is considering a shift to education, aiming to train and inspire the next generation of carers. For now, though, he continues to dedicate himself to his clients, making their days just a little brighter, one visit at a time.

## Graduation 2024



Congratulations to our most recent professional homecare graduates. Wishing you success in your rewarding careers and future healthcare education!

## Long Service Recognition Awards 2024

A huge congratulations and heartfelt thanks to our incredible team members celebrating 3, 5, and 10 years of service with Private HomeCare!

10  
Years  
Service

Teresa Goode (on the right) is one of two carers who celebrate 10 outstanding years with Private HomeCare.

5  
Years  
Service

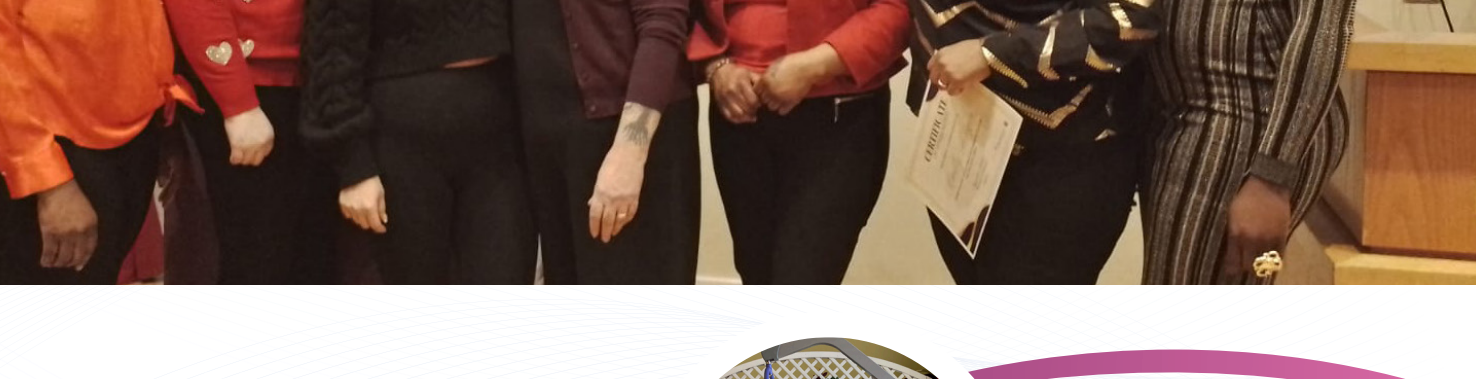
21 carers celebrated 5 years service with us in 2024

3  
Years  
Service

14 carers celebrated 3 years service with us in 2024



### Catherine Maher Dennis of the Cpl Institute presenting graduate Miriam with her certificate



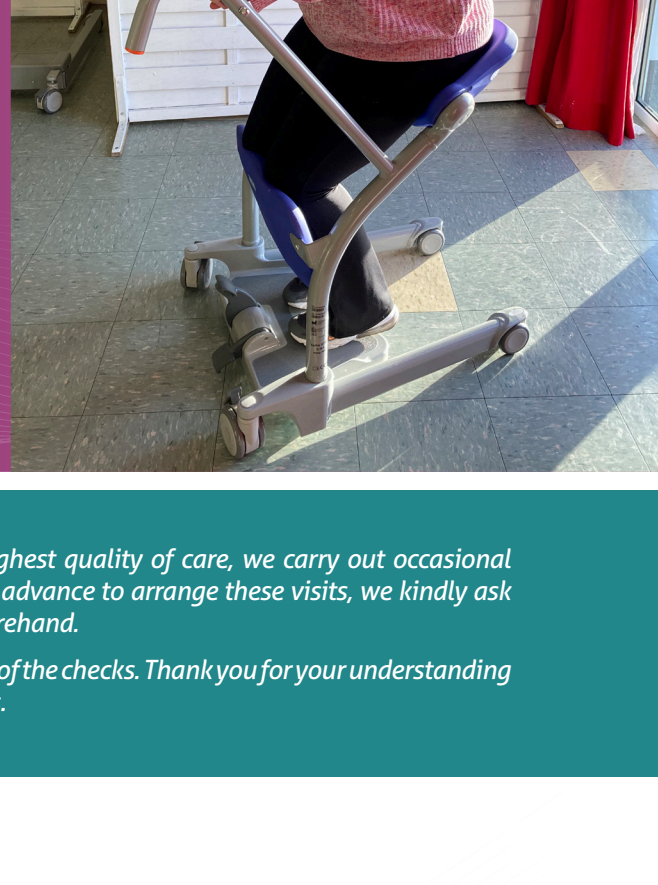
## Investment in Training Equipment

Private HomeCare has prioritised in-house training to combine our nearly four decades of experience with the QQI curriculum.

Our latest investment includes a full-body hoist and a 'Sara Steady,' commonly used by clients to support varying degrees of mobility. This equipment allows our carers to gain hands-on experience, ensuring they can safely and efficiently perform patient moving and handling tasks.

This practical training also provides an opportunity for carers to address questions in a supportive environment. Clients can feel confident knowing our carers are well-prepared to use the latest equipment for optimal care.

By staying current with modern equipment and providing comprehensive hands-on training, we ensure the safety and well-being of both our carers and clients.



*Pssst,  
it's a secret!*

As part of our commitment to ensuring the highest quality of care, we carry out occasional surprise spot checks. While we notify clients in advance to arrange these visits, we kindly ask that you refrain from informing your carer beforehand.

This helps us maintain the integrity and purpose of the checks. Thank you for your understanding and support in helping us uphold our standards.

## Infection Prevention and Control

As the weather will remain cold for another few months, we kindly remind you to consider getting your flu shot to stay healthy. It's a small step that can make a big difference for your well-being.

Additionally, if there's any illness in your household, such as COVID-19, or if family members like grandchildren have been unwell during visits, please let us know. This helps us protect our carers, who also provide support to other clients.

Thank you for your cooperation in keeping everyone safe and healthy.

### 20 Year Work Anniversary

Congratulations to our Senior Office Manager, Rita Maycock, who celebrated her 20 year work anniversary with Private HomeCare in June 2024.

Rita is a pillar of reliability and expertise to all who work with her. Her dedication and professionalism have been instrumental in shaping our success and fostering a professional and supportive environment for clients, carers and colleagues.

At Private HomeCare, we are proud to have a dedicated team with years—if not decades—of experience. Their extensive knowledge and expertise in every aspect of home care truly set us apart. From training and compliance to ISO and HSE audits, our team works together to support each other, our hundreds of carers and, most importantly, you, our clients. Experience counts.

Thank-you for choosing Private HomeCare.

