

Private HomeCare News

September 2024

Private HomeCare | A Cpl Company



A Message from Our Managing Director

Welcome to Private HomeCare's Autumn newsletter. I hope you all had a wonderful summer. For those of you with school-aged children and grandchildren, I trust you enjoyed some lovely family time together.

I'd like to share the story behind our logo, which I designed back in 1989. While it has been updated over the years, you'll notice that a butterfly has always been part of it. To me, a butterfly symbolises both freedom and frailty, qualities that reflect our clients of all ages and abilities. Our services provide the freedom to remain living in your own home, embracing this sense of independence.



Old Logo



Current Logo

I would also like to extend a warm welcome to the newest members of our team. Clinical Nurse Manager Jean has recently joined us, bringing a wealth of experience from her extensive background in home care. We are also delighted to welcome back Senior Recruitment Administrator Janet to Private HomeCare. Having former staff members return is a particular joy for us, as they bring new experiences, settle right back in, and everyone is thrilled to see them again.

As always, it is our privilege to provide home care for you. Thank you for choosing Private HomeCare.

Yours sincerely,

Elizabeth Nicholson
Founder and Managing Director

Our Focus on Quality

HSE Audit



We underwent a HSE audit on July 23rd. We welcomed this independent review, as we have always championed quality and regulation within the home care industry.

Currently, home care in Ireland is unregulated, meaning anyone can become a provider with minimal oversight. We strongly support the new standards being introduced by the HSE and HIQA, the Health Information and Quality Authority.

Given the sensitive nature of home care, which takes place in private homes, we fully embrace compliance and regulation.

We thank our team for their dedication to meeting these standards. Achieving our quality goals relies on our employees' commitment to ongoing training, adherence to processes, and preparation for audits and evaluations. As the home care industry evolves, only those providers who commit to ongoing quality like Private HomeCare will be licensed and will thrive.

ISO Annual Audit

In 2009 Private HomeCare was the first company in Ireland to be awarded the international quality mark, ISO. Audit are performed yearly.

Giving Back to the Community



As part of the Cpl Group, we are thrilled to participate in volunteering opportunities. Our recruitment team is constantly busy finding the best carers for our clients, and with 35 years of experience in home care, we know a thing or two about recruitment!

This expertise makes it a natural fit for us to support EPIC's 'Business in the Community' programme. This initiative helps 250 migrants, refugees, and asylum seekers each year to find employment through including mock interviews.

Our Senior Recruitment Administrator, Janet Bolger, plays a key role by conducting one-on-one practice interviews online every six weeks as part of the EPIC jobseeker training programme. The jobseekers come from diverse backgrounds, including many asylum seekers and refugees, such as recently arrived Ukrainians.

This high-impact skills-sharing opportunity provides participants with interview practice and honest feedback. These jobseekers have great potential but need to enhance their job-seeking skills and expand their networks in Ireland.

By volunteering in this way, we at Private HomeCare are helping to make Cpl a diverse, equitable, and inclusive workplace.

Meet our New Clinical Nurse Manager

Jean Gilvary joined Private HomeCare in June 2024 as Clinical Nurse Manager.

Jean is a dedicated and experienced nurse and midwife with over 20 years of experience in Ireland, the UK and Australian healthcare markets. Her early career was spent in frontline and acute healthcare settings. For the last 7 years, Jean worked with Home Instead, where she led a community care team, delivering relationship-based care ranging from personal to palliative care, working with older people, vulnerable adults and children.

In addition, Jean is a qualified People Moving and Handling Instructor and has delivered Induction training for new carers.

As Clinical Nurse Manager in Private HomeCare, Jean is responsible for standards of care provision including visiting clients, carrying out spot checks as well as working closely and advising our Community Care team and Training Department, and liaising with the HSE.



We Love Feedback!

If you would like to leave a public review of your experience with Private HomeCare on google or facebook, here is how to do it.



Facebook Review

Search for PrivateHomeCareDublin on Facebook and click "Reviews". You will see other reviews posted and can add your own.



Google Review

Using google search engine, search for Private HomeCare Dublin google reviews. This should lead you to a google profile of our business. Look for the stars, and click the link for google reviews beside them.



Janet's Journey Back to Private HomeCare

We chatted with Janet Bolger, our Senior Recruitment Administrator, who recently returned to Private HomeCare.

Janet career has been focused on improving patient care, with experience in both the public and private healthcare sectors. Her journey recently led her back to Private HomeCare, where she appreciates the opportunity for a better work-life balance. In this article, Janet shares why she chose to return to Private HomeCare and what makes it a standout organisation.

A Journey Through Healthcare

Janet previously worked with the HSE and private businesses, with a focus always on patient care. Despite her passion for her work, she sometimes felt tempted to explore other opportunities, thinking that the 'grass was greener' elsewhere.

However, Janet soon realized what she was missing. 'The wellbeing aspect drew me back to Private HomeCare. Many companies, like Cpl, now offer their staff more wellbeing initiatives, such as improved work-life balance. I work four days a week, with two days from home. This is invaluable to me given my one-hour commute.'

This flexibility was something she couldn't find in her previous positions. When she approached her former GP practice about a four-day workweek, her request was denied. Janet emphasizes that many companies fail to grasp the importance of staff retention, and the impact small changes can have on employee satisfaction.

A Great Place to Work

For Janet, Private HomeCare reputation as a "Great Place to Work" was a significant factor in her decision to return. The organization attracts both new and returning staff, who bring diverse experiences from various sectors. 'Being part of a team that truly cares about each other is rare nowadays,' Janet says. 'The continuity of having our founder and Managing Director Elizabeth at the helm for 35 years has fostered a family-like atmosphere, even though we are now part of Cpl, a much larger organisation.'

The Strength of Teamwork

One of Janet's favourite aspects of Private HomeCare is teamwork and collaboration. She recalls the recent HSE audit as a perfect example. "Everyone knew the importance of it, and we all took it seriously," she notes. "Working together as a team is rare nowadays, especially with the same manager for so long."

Dates for your Diary

Sunday
September
15th

Alzheimer's Memory Walk

Monday
September
16th

Respect for the Aged Day

Saturday
September
21st

World Alzheimer's Day

Tuesday
October
1st

UN Day of the Older Person

Saturday
November
2nd

All Souls Day

Tuesday
November
19th

International Men's Day

Wednesday
November
20th (tbc)

Private HomeCare Graduation and Long Service event

Friday
November
29th

International Day of Persons with Disabilities

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