



myhomecare.ie  
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Powered by

 Isaac Care



# Mission Statement

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“.....To deliver the highest quality of safe, person-centred care, meeting each Service User’s individual needs using a holistic approach in accordance with the National Standards of Safer Better Healthcare.....”

Myhomecare is a HSE recognised national supplier of high-quality homecare services with a strong focus on delivering person-centred care to each individual in their own home. We are committed to delivering the right people with the right skills to support our clients to live independently and with dignity.

Myhomecare proudly holds the JCI **International Gold Seal Accreditation** in Quality and Patient Safety. We are the only one in Ireland in our sector and one of an exclusive group of 24 Homecare companies globally who have attained the required standard. This accreditation demonstrates the excellence in service delivery from the Myhomecare team and our dedication to our staff, our clients and their families.

Myhomecare are powered by Isaac Care, to bring innovative and easy-to-use assistive technology to our clients nationwide. Isaac Care’s technology allows us to provide wraparound 24/7 support to our clients and provides comfort and peace of mind when our dedicated homecare staff and family members can’t be present.

With Isaac Care's wraparound technology MyHomecare can now offer our clients exclusive access to:

- cutting edge assistive technology;
- our “Circle of Care” family caring app;
- discreet home-sensors;
- industry leading wearable devices;
- an accessible clinical support team who are available 24/7.



# What We Do

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**At Myhomecare we pride ourselves on the vast range of services available to support your needs which includes Older Persons, Children with complex needs, Disability Services and Maternity services to name but a few.**

Our Homecare Assistants and Nurse Managers are ready to assist you with every aspect of your health and well-being in the comfort of your own home. We are committed to supporting you with the right level of care tailored to your needs.

## **Trusted quality care at home**

Myhomecare are the only JCI accredited homecare provider in Ireland. Our care staff are supported by the Myhomecare Care Academy which ensures they are trained to the highest standards in healthcare, delivering the highest quality of safe person-centred care.

## **Supporting Independence**

From birth to retirement, companionship to around the clock care, we provide the level of care you need at various stages in your life. Independence is empowering, Myhomecare enables clients to live with dignity at home safe in the knowledge that they will receive the best possible care.

## **Powered by Isaac Care**

Isaac Care is a leading healthcare provider, introducing assistive technology into community-based care. Offering a unique combination of technology and care, supporting people to live independently in their own homes. The use of data driven decision making and early interventions leads to better patient outcomes, further enhancing the quality of care delivered by Myhomecare's team.



## Services We Offer

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Evidence has shown that people are happier and live longer within their own homes. All of our programmes are designed to promote independence within a safe and comfortable environment.

Myhomecare supports people in their communities through assisted living, covering everything from support with personal care to social outings to help people stay connected.

Our respite and 24-hour care packages provide reassurance and support to families needing some time for themselves to recharge.



### **General Support**

Our dedicated team of Home Care Assistants are at hand to provide a person-centred and holistic approach to care, ensuring that all your personal, social and well-being needs are met. Supporting a person with their activities of daily living forms an imperative part of maintaining a good routine and supports a greater quality of life. General Support ranges from; General Home Help, Personal Care, Companionship, Food Preparation and Medication Prompt.

### **Dementia Care**

We can provide experienced and highly skilled carers who are trained in person centred dementia care through bespoke courses via our Care Academy. We at Myhomecare are committed to educating and nurturing our carers to provide the best support and quality of service to those living with Dementia at home. Ensuring our staff take the required time to see the person first and that their diagnosis does not define them as a person.

### **Palliative Care**

Much of the challenge of needing palliative care is dealing with the uncertainty it brings whilst making the most of precious quality time. Our highly skilled and qualified care staff can assist with respite, pain management and personal care allowing your loved one to remain in the comfort of their own home. We are committed to meeting the needs of people in our community and our dedication to providing dignified palliative care to those in need is paramount.



# Benefits of Homecare

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## **Keeping Your Loved Ones At Home**

Building great relationships with our supportive staff encourages independence at home and people to remain connected within the community. Having the added security and peace of mind to go for a walk or assistance with getting to your local community centre ensures that you maintain those long-lasting friendships. Staying in your home allows you to remain connected and continue these special bonds with family and friends. Living at home benefits cognitive and all-round mental health.

## **1:1 Care tailored to meet your individual needs**

Our bespoke packages can be tailored to suit individual needs. The ability to work on a tailored package ensures that additional support is there on the days and at the times it is needed most. Whether it's a morning call to provide assistance with personal care or an afternoon call to help prepare meals, our staff are at hand to support you as you need it. Should your needs change, we ensure to complete a re-assessment to guarantee that your care is tailored to your needs.

## **Cost**

Private homecare packages are a lot more affordable than you think. Our packages can be tailored to your individual care needs, ensuring you are only paying for what you need. Homecare services are more cost effective in comparison to residential care. The weekly price for a nursing home averages at €1500 per week in comparison to a weekly average of €300 per week for a 10-hour bespoke homecare package. Up to 41% tax relief is available to be claimed for homecare services.

\*\*Weekly average refers to Monday – Friday Day cover care delivered by Healthcare Assistants package.



# What Is Assistive Technology

At Myhomecare, we believe in providing the highest quality care and support services to our clients. With Isaac Care's assistive technology solutions we empower our clients to live independently in their own homes. This technology driven 24/7 support and remote monitoring allows us to deliver world class care and tailored solutions within the home.



## The Isaac Care App

Our easy-to-use app was designed to keep everyone involved in your care up to date. The app brings all the information from each assistive device together into one easy to use platform. Each user of the app has their own profile and can share information within groups known as 'circle of care'. The app has a range of features which include:

- Health tracking
- Social connectedness
- Health records
- Calendar
- Links
- Messaging





# 24/7 Wraparound Support

We pride ourselves on the support provided to our clients. Our team are on hand 24/7 to respond to emergency alerts. We also offer a remote patient monitoring service where our clinical team monitor changes in health trends over time. We will intervene on the first sign of deteriorating health, providing you with the reassurance that your loved one is safe and well.

## Isaac Fall Alarm

The Isaac Fall Alarm is a GPS enabled fall alarm which links with our family caring app. It is the next generation of technology in fall alarms and is a lightweight, discreet, and easy to use device.

The Isaac Fall Alarm offers peace of mind that help is on hand, when out and about or at home. Enabling you to easily call for help at the touch of a button.



Use Anywhere – Works both inside the home & when out and about.



No setup required – Works straight out of the box with no set up or installation required.



Isaac Care App – Connects to our family caring app 'Isaac Care', where relevant people will be notified of any alert raised and be able to view the location of the device.



Two way calling – Our fall alarm allows for two way calling through the device itself, allowing the user to speak directly to their emergency contacts or our dedicated call centre support team in the event of a fall.



GPS – The Isaac Fall alarm is GPS enabled, meaning your loved ones can see your location if you fall. It also allows you to set up GPS zones, notifying the circle of care if you enter or leave pre configured areas.

## Motion Sensors

The Isaac Care motion sensors provide an additional layer of security to both you and your support network. The sensors are easily attached on to doors or walls and detect movement throughout the home in a non-intrusive manner.



Our ambient motion sensors offer reassurance to you and your support network as information is shared in real time and offers peace of mind that all is well without needing to constantly check in.

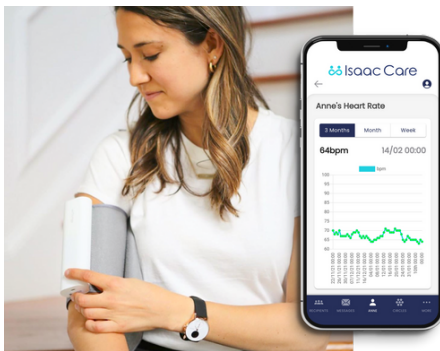
The circle of care can monitor activity through out the home discreetly. Our motion sensors can provide reassurance at a glance that your loved one is up and about and everything is ok.

The privacy and dignity of our clients is paramount, the Isaac Care app allows you to be in control of how your information is shared and who sees what information.

## Health Monitoring

Our easy-to-use health monitoring equipment empowers you to take control of your health. The health kit allows you to take readings from the comfort of your own home. Our health kit can include:

- Blood Pressure Monitor
- Pulse Oximeter
- Smart Scales
- Thermometer
- Fitbit



Monitoring vital signs gives you a glimpse into your overall wellbeing. We provide an easy way to take accurate measurements from home, offering you a bespoke kit that is tailored to meet your needs.

We offer you reassurance that our nurse led team are monitoring these readings and will let you know if anything needs to be addressed so you can rest assured that your health is in good hands with Isaac Care!



# Benefits of Assistive Technology

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## **Keeping your loved one well with our Remote Health Monitoring service**



We tailor a package of health monitoring devices to your loved ones needs. The equipment is easy to use and transmits readings automatically to the persons' care profile in the Isaac Care platform. Our nurse-led team monitor these readings, forming an excellent picture of the persons' health over time, allowing us to spot changes in health trends. Allowing for early interventions which offer better health outcomes for your loved one.

## **Supporting family carers through our Circle of Care App**



The Isaac Circle of Care App has been designed to support families in caring for their loved ones. It allows for easy communication and brings together information from our assistive devices into one platform, allowing the relevant circles of care to be kept up to date with meaningful notifications.

## **Empowering Independence**



We empower our clients to live active and independent lifestyles and offer supports to do so. Our fall alarm is fully mobile, meaning it provides reassurance that your loved one can call for help even when not at home. By combining our smart technology with our expert personal care services, our goal is to empower each of our service users to remain independent and safe in their own homes.



# Our Care Plans

We have two Care Plans to avail of

**Comfort  
Plan**

**Complete  
Plan**

# Comfort Plan



## The Comfort Plan

**The Comfort Plan** includes allows you to choose two pieces of Isaac Care assistive technologies as an introductory offer with expert advice from our team who are there to assist you with selecting the most appropriate technology for your loved one.

The comfort plan offers reassurance to the individual, safe in the knowledge they have the right technology to suit their needs, while providing peace of mind to their circles of care that all is well with their loved one. This plan offers a range of assistive technology to choose from along with our excellent care and support services as standard which are listed below.

This is complemented by support from Myhomecare's Clinical Team of experienced and skilled Nurses who ensure that the right care is provided to support you and your family.

We provide tailored solutions to assist and meet your individual needs. Ranging from 24-hour nursing care assistance to personal care, companionship and beyond. Our clinical team will carry out an initial consultation and with your input we will determine the most appropriate package to suit your needs. This enables us to commence your care support with the right people, with the right skills and knowledge, in the right place, your home.

# Comfort Plan



The Comfort Plan includes the following as standard;

- Circle of Care App
- Expert Care from MyHomecare
- Bespoke Care Package
- 24/7 Call Centre Support

You can also choose 2 of the following pieces of equipment:

- The Isaac Fall Alarm
- Ambient Motion Sensors
- Smart Scales
- Blood Pressure Monitor
- Pulse Oximeter
- Smart Thermometer
- Fitbit

# Complete Plan



## The Complete Plan

**The Complete Plan** combines Myhomecare services with all Isaac Care assistive technologies. The Comfort Plan combines Myhomecare services with selected assistive technology from Isaac Care. The Myhomecare Care Plan offers bespoke Myhomecare services.

We provide tailored solutions to assist and meet your individual needs. Ranging from 24-hour nursing care assistance to personal care, companionship and beyond. Our clinical team will carry out an initial consultation and with your input we will determine the most appropriate package to suit your needs. This enables us to commence your care support with the right people, with the right skills and knowledge, in the right place, your home.

# Complete Plan



The Complete Plan includes **all of** the following;

- Free Access to The Isaac Care App
- The Isaac Fall Alarm
- Ambient Motion Sensors
- Smart Scales
- Fitbit
- Blood Pressure Monitor
- Pulse Oximeter
- Smart Thermometer

Personalised Care and Support:

- 24/7 Call Centre Support
- Bespoke Care package
- Remote Patient Monitoring Service
- Expert Care from MyHomecare





# Contact Details

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**Office Hours: 7am–11pm**

**Oncall out of hours service from: 11pm–7am**

**Freephone 1800 400 900**

**Website: [www.myhomecare.ie](http://www.myhomecare.ie)**

**Email: [info@myhomecare.ie](mailto:info@myhomecare.ie)**

## **Office Locations**

### **Dundalk Office**

Quayside Business Park, Mill Street,  
Dundalk, Louth, A91 WNH1.

### **Dublin Office**

Ground Floor, One Haddington Buildings, Haddington Rd, Dublin 4,  
D04 X4C9

### **Galway Office**

Unit 19, 3rd Floor, Dockgate, Merchants Road, Galway, H91 AF8R.

### **Limerick Office**

10/11 Steamboat Quay, Dock Road, Limerick.

### **Cork Office**

11 Anglesea Street, Ballintemple, Cork.





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