



myhomecare.ie
®Servisource

Homecare & Home Nursing Service User Guide

Trusted homecare delivered by servisource | 

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Office Locations & Opening Hours

Dublin Mid Leinster Regional Office

Administrative Area

Dublin South City/ Dublin South East/ Dublin South West/ Dun Laoghaire / Dublin West/ Longford/ Westmeath/ Kildare/ West Wicklow/ Laois/ Offaly

Freephone 1800 400 900

North Eastern Regional Offices

Administrative Area

Dublin North Central/ North Dublin/ North West Dublin/ Cavan/ Monaghan/ Louth/ Meath

Freephone 1800 400 900

Southern Regional Offices

Administrative Area

Kerry/ North Cork/ North Lee Cork/ South Lee Cork/ South Tipperary/ Waterford/ West Cork/ Wexford

Freephone 1800 400 900

Western Regional Offices

Administrative Area

Claire/ Limerick/ Mayo/ Galway/ Donegal/ North Tipperary/ East Limerick/ Roscommon/ Sligo/ Leitrim

Freephone 1800 400 900

Office Hours: **7am-11pm**

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

Myhomecare.ie is operated by Servisource Healthcare. We provide homecare services nationwide.

Mission Statement

".....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....."

Purpose of this Guide

The purpose of this guide is to provide service users with comprehensive information about the service they can expect from myhomecare.ie.



Summary of the Services Provided

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

Assisted Living

This programme is designed to assist the service user with everyday activities.

- Personal hygiene
- Social outings
- Help with daily household chores, for example cleaning and shopping.

Respite / Convalescence Care

This programme consists of 24-hour care from 1 day up to 6 weeks in the service user's home or a health facility.

Continual Care

This is around-the-clock care for an unlimited period in a care facility or at home.

Palliative Care

We have highly trained carers and registered nurses who can work under the directive of the medical and palliative care team.

Alzheimer and Dementia Care

As a loved one becomes more forgetful, you worry about their safety and independence. We are here to help. We can provide whatever level of care is required from experienced homecare workers with the support of the multidisciplinary team.

Companionship Services

- Conversation/reading/games
- Reminiscence activities
- Planning daily activities
- Preparing light snacks

- Medication/appointment reminders
- Sorting mail and bills
- Assisting with clothing selection
- General grooming
- Escorting service users for walks/activities/appointments
- Checking food/shopping requirements
- The pursuit of hobbies and interests.

Homecare Services

- High dependency care
- Assisting with continence care and toileting
- Transferring and positioning with hoist
- Pressure area care
- Nutritional care
- Light housekeeping/laundry
- Meal planning/preparation/nutrition
- Shopping
- Collecting prescriptions/running errands
- Personal care/mobility
- Assisting with getting up and preparation for bed
- Feeding/bathing/showering
- Assisting with exercise and walking
- Monitoring service user's health/mental state.

Advanced Homecare Nursing Services

- Tracheostomy care and management
- IV therapy
- Dressings and wound management
- Diabetic care
- Catheter care

Aims and Objectives of the Service

All Service Users receive care based on need, which is respectful of their age, gender, sexual orientation, disability, marital status, social class, family status, race, religious belief, or membership of the Traveller Community (not an exhaustive list) and myhomecare.ie employees are treated equally in this regard.

- The views, values and preferences of Service Users are actively sought and respected by myhomecare.ie staff, these are considered in the provision of your care.
- myhomecare.ie supports Service Users and your representatives in making informed decisions and maintaining your independence.
- myhomecare.ie actively supports Service Users and your representatives to maintain and improve your own health and well-being by providing our individualized 'Key to Me' Programme.
- myhomecare.ie in conjunction with the Service User and family will develop a social care plan. This plan of care will be developed using our 'Key to Me' model which aims to capture the Service User's life history. This programme is an invaluable tool to gaining a deeper understanding of the Service User's personality, emotions and needs. This interactive Life Stories programme reinforces myhomecare.ie's continuing focus on providing person-centred care and supporting the Service User and their family. For more information, please contact our Homecare Manager on 1800 400 900.





Your Personal Homecare Plan

Our aim is to design a Personal Homecare Plan to assist you in managing your daily needs. The Personal Homecare Plan is designed through an in-depth discussion with you and your family (if you wish). The Care Plan will be kept in your home.

The Homecare Plan will be:

- Specific to your needs
- Used as a guide to providing good care
- Written in language that everyone can understand
- Reflect your concerns and wishes and support your wellbeing
- Use a team approach and outside referrals to other teams as needed with your consent
- Be re-evaluated and revised to meet you and your family's changing needs.



Our Care Staff

The homecare workers allocated to you will have been selected because they have the relevant skills, experience, and temperament to meet your individual needs and care requirements. All staff have the following: People Moving & Handling, Cardio-Pulmonary Resuscitation Training, Infection Control, and two satisfactory references. They have also successfully completed a Garda check. Finally, they are inducted on all myhomecare.ie policies and procedures.

All staff, Service Users and /or representative will be provided with Personal Protective Equipment to ensure safe delivery of care services in line with infection control guidelines.

Each homecare worker will attend regular reviews with their manager to discuss any concerns that they may have about their work and to identify any training needs. The manager will also, with service user co-operation, make visits to your home to ensure that the home workers are delivering care in accordance with the agreed care plan.

Within Myhomecare's service provision we do not allow our care staff/nursing staff to work with family members.

Identification card & uniform

All myhomecare.ie staff are issued with a photo identity card which they must carry to every visit. This card is available for you to inspect at any time. The identification card is returned to the myhomecare.ie office once the member of staff leaves the company.

With regards to uniform all our homecare workers will have a myhomecare navy tunic which will be worn while they are working.

Time & Attendance

Our homecare workers use a mobile app called One Touch Health. This app allows our homecare workers to clock in and out of their home visits from their mobile phones. Our homecare workers have access to their rosters and record of care services in real time. If a homecare worker turns up for their rostered shift and refuses to enter the home, please contact the myhomecare offices as soon as possible so we can address the situation. All myhomecare staff cannot stay beyond their rostered time only in the cases of emergency.

Cover arrangements for Leave

If your regular homecare worker is unable to attend you at the scheduled time, we will immediately inform you and do our utmost to send you another homecare worker who has been placed with you in the past.





What happens if your care needs change?

We understand that your care needs change and your care plan will need to be updated regularly to reflect these changes to maintain a smooth and efficient delivery of care with maximum service user health and wellbeing outcomes.

We will ensure this by:

- Visiting you at a convenient time every 3 months
- Updating your care plan at regular intervals
- Reviewing your care plan following hospital admission or any other time that your needs might change
- Keeping in regular touch by telephone.

Maintaining a record of care provided

Record keeping is both a professional and legal requirement. In order that we can meet these requirements and monitor care provided, our homecare workers will keep a daily record of the care and support that they have provided to you. This record will be kept in a folder kept in your home. The folder will also contain a copy of the agreed care plan and risk assessment that has been discussed and agreed with you. The folder will need to be kept in a place where the homecare worker can find it. You and your family are welcome to read all the information in this folder at any time.



Communication

All staff will communicate and interact with you and your family in a respectful and appropriate manner at all times. English is the language that will be used unless in Gaeltacht areas where we will do our utmost to provide a native Irish speaker.

Cancellation or withdrawal of service

We would ask you to please give us as much notice as possible if you wish to withdraw or cancel your service. If you are dissatisfied or unhappy with the care that you are receiving from a particular homecare worker, we will remove the homecare worker from your service and initiate an investigation. We will offer you an alternative homecare worker to provide the service.



Confidentiality

Our homecare workers are aware of the importance of maintaining service user confidentiality. Any information that they may become privy to during course of providing care for you, whether it be related to medical or personal affairs, must be held strictly confidential.

There may be occasions where homecare workers are unable to maintain confidentiality - they have a duty of care to report any suspicions of abuse or neglect to their manager.

If you suspect that your homecare worker has breached confidentiality without your permission, please contact your Homecare Co-Ordinator at myhomecare.ie as soon as possible.

Data Protection

We hold written and computer records on all of our service users. Written records are kept in a locked filing cabinet and computer records are protected by authorised passwords.

For more information on your rights under the Data Protection Act 1998 and 2003 please log on to www.dataprotection.ie

Complaints relating to the protection of data can be made to the Data Protection Commissioner on Tel: 1890-229 668.

Consent

Consent is the need to respect an individual right to autonomy or self-governance, the right to control their own life and what happens in it. The Irish Law states that consent must be obtained for any medical examination, treatment, service or investigation. Consent is a requirement by myhomecare.ie for the fundamental ethical and autonomic principles of any individual and refers to myhomecare.ie Consent Policy in this regard. The need for consent and the application of the principles extends to receiving any service and all interventions conducted by myhomecare.ie in any location.

Access to service user's home

The Homecare Supervisor will discuss and agree with you how the homecare worker will gain access to your home at the initial assessment. The homecare worker will always carry a myhomecare.ie Identity Card.

Key Holding Policy

Myhomecare.ie has strict policies and guidelines in place in relation to handling your keys or property. If the homecare worker has access to your keys to gain entry to your home, you must complete a service user authorisation form for holding keys.

Quality Assurance



We are committed to continuous improvement & testament to our mission we have the following quality standards in place

- JCI
- ISO 9001 2015
- ISO 27001 2013
- All Star Business Accreditation
- PHECC accreditation

In June 2020 MyHomecare become the first homecare company within Ireland to achieve the Joint Commission International (JCI). Accreditation, a feat which has only been reached by 24 other homecare companies globally. The JCI Accreditation is renowned for enabling organisations to raise the bar in the industry by leaning on the healthcare experts who strive to revolutionise patient safety and establish exceptional standards for a variety of settings and specialties.

The award is sought solely by companies who set out to improve the quality of care and are committed to prioritising the needs of the Service User by developing a diverse stringent set of policies and procedures that place such needs at the forefront of everything they do. Each service user is treated according to the individual's unique condition. Quality of care under JCI is delivered with a bespoke approach to a single Service User's needs placing an emphasis not on what is merely going to help the person, but what will ease their ailments while ensuring their ability to live independently is supported as much as possible.

We recruit the best homecare workers possible and match them closely to the individual service user. Our homecare workers have all completed a FETAC Level 5 Healthcare Support Course or the equivalent. This course is designed to give those wishing to work in the healthcare system a thorough grounding in the necessary skills. These skills are relevant and practical with each module focusing on a specific area of care. They will also have consolidated experience of putting this knowledge into practice. Many of our homecare workers have many years' experiences across a variety of care settings, both acute and community. Homecare workers also receive regular on-the-job training to ensure their knowledge and skills remain up to date.

Before we employ homecare workers, we ensure that we have at least two acceptable references and a successful Garda clearance.

Once a homecare worker has been assigned to you, we will monitor his or her performance on a regular and systematic basis. This will include consultations with you (the service user) as well as regular reviews with their manager to provide feedback relating to their performance at work. Training needs can also be identified and acted upon during these meetings. We will ask for your co-operation on a yearly basis to complete a brief Service user Satisfaction Survey to further bolster our capacity to provide a quality service.

Feedback

We welcome feedback from our service users and their families or representatives, and ultimately this shapes the service that we provide. We are always delighted to pass on praise and compliments to our homecare workers. We also recognize that there may be rare occasions where the service falls short of our usual high standards. We encourage service users and their families and representatives to relay any concerns that they might have about any aspect of the care being provided as soon as possible to the myhomecare.ie Healthcare Co-Ordinator. We aim to investigate any such matters in a swift and efficient fashion before they become a serious matter. We would also invite you to complete our service user feedback form.

Myhomecare.ie would like to hear from you on a regular basis with feedback from you as our valued Service User. If you have a suggestion for improvement or wish to make any comment fill out the enclosed handbook feedback form and send to your local Homecare Office Team and/ or telephone your local Line Manager on 1800 400 900 and/or email the details to haveyoursay@myhomecare.ie.

Monitoring and spot checks

Once the service is in place it will be monitored to ensure that you are happy with the service and it is adequate to meet your needs. Our homecare supervisor will regularly visit your home to ensure that you are receiving the care as set out in your Care Plan. On these visits we will invite you to provide feedback and suggestions on how we can improve our service.

Compliments and Complaints Procedure

All complaints received are dealt with in accordance with myhomecare.ie complaints procedure and policy and the HSE policy on 'Your Service Your Say'. The complaint can be submitted in writing or by telephone. Each complaint or concern is taken very seriously and is fully investigated. The complaint will be dealt with in a specific time frame and the outcome will be communicated to the person making the complaint.

If for some reason the complaint is not dealt with within the specific timeframe agreed a full explanation will be issued to the complainant. To contact your local complaints officer call 1800 400 900 or email complaints@myhomecare.ie. If you are unhappy or dissatisfied with how your complaint has been dealt with, please feel free to contact the Ombudsman on Locall: 1890-223030.

Similarly, if you wish to pay us a compliment do not hesitate to contact us. Please also feel free to let homecare workers know directly that you are happy with them!

Myhomecare.ie Service User Satisfaction Survey

Name: _____

If you are a relative please state relationship: _____

Other: _____

***Email to: haveyoursay@myhomecare.ie

Scale: Please rate the following areas by level of importance with 1 being Very Poor and 10 being Excellent

Myhomecare Service

Myhomecare.ie explained clearly how my care package would be implemented and managed? _____

Are you aware who your point of contact is within Myhomecare? _____

Myhomecare.ie always keep me informed with changes to my care package? _____

Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let me know when they plan to visit my home? _____

Myhomecare.ie advise me what services will be provided and when visits will be scheduled? _____

Myhomecare.ie has provided me with a number to call with queries 24/7 and information on local voluntary community groups? _____

Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality and consent? _____

Myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to me? _____

Overall myhomecare.ie agency pays attention to Service User needs?

Myhomecare Management

I am treated fairly and equally with consideration and respect by myhomecare.ie employees? _____

Myhomecare.ie management listens to my concerns when I need to speak with them? _____

What areas of myhomecare.ie do you feel need improvement?

Other remarks:

Completed by: _____

Date: _____

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