

# Enabling People to Live Independently



**home**care  
Independent Living



GALLAN HOUSE

## About Us

Homecare Independent Living was established by Mairead and Gerald Mackle in 1995 and over the past 16 years the company has become one of the leading Community Healthcare providers in Ireland.

The company takes pride in the continuing development of specialist care teams who provide a range of services to the elderly, disabled and vulnerable in the community within the comfort and familiarity of their own home. Homecare offers a unique mix of integrated services including health and social care, housing and support services.

### Quality

A huge emphasis on quality throughout Homecare Independent Living is demonstrated in the creation of a quality department, which audit and monitor all internal practices ensuring adherence to national standards. These standards are also verified through independent inspection by commissioning bodies, HSE and The Regulation and Quality Improvement Authority (RQIA).

### Innovation

Innovation runs throughout the company and stems from the managing director Mairead Mackle, who is constantly looking for new ways of adding value to services and developing the company to meet the needs of the ever changing and challenging health and social care market. This has resulted in allowing the company

to excel with new and innovative service solutions such as the Peripatetic Service. This service is three fold centred around housing, support and care for people with complex needs. It is unique to Homecare in Ireland providing services for clients with acquired injuries, addiction and people with mental, physical and learning disabilities.

This service also facilitates the transition of individuals from institutional care back into the community.

### Investment in People

The key to our success is our people and this is reflected in the Investors in People and Excellence Through People awards. Homecare Independent Living is committed to ensuring that all employees demonstrate the highest standards of honesty, integrity and competence and have a positive impact wherever they go, contributing to the development of a caring society.

Extensive training and mentoring is provided to ensure that all staff have the expertise required to fulfil the client needs.

### Growth

Homecare Independent Living has grown rapidly since 1995. From its humble beginnings of 20,000 hours in its first year, it is now on target to deliver 1,000,000 hours of care, support and housing related services across Ireland this year and currently employs more than 800 staff.

*"Homecare contributes to the development of a caring society by being a leading provider of care and support. Our services have a positive impact on everyone by promoting independent living in the community. Homecare is a strong, independent and viable organisation which provides exceptional opportunities for personal and professional development of staff."*



## Domiciliary Care

Whilst we cannot replace the love and support of family members, we are here to provide helpful and necessary services which reduce the difficult and often stressful aspects of family care giving.

This will ensure loved ones remain cared for within the home.

### Client Profiles

Our client profiles are from the following sectors:

- The Older Generation
- Physical Disability
- Mental Health
- Learning Disability
- Children
- Dementia Care
- Post Operations
- Palliative Care

### Personal Care

Our care assistants provide help with washing, dressing, continence care and assistance with supervision of medication.

### Sitting Service

We providing sitting services, day or

night to allow much needed respite for families and care givers.

### Practical Support

We assist in the preparation of meals, cleaning, laundry and shopping

### Specialist Service

We offer support in Dementia Care, Catheter Care, Stoma Care and providing care services after discharge from hospital

### 24 Hour Service

For those clients who can't be left alone, we can be there for them 24 hours a day, providing both Practical Support and Personal Care.

### Respite Care

This is usually care for a short period of time, or extra care over a period of time, giving rest and relief for family members who are assisting with the care of their loved ones.

*"To remain in the comfort and familiarity of your own home is the wish of most people when infirmities of age or difficulties arise from illness, accident or lifestyle choices."*



## Housing

Homecare Housing provides temporary and long-term accommodation to those experiencing a housing need so they may continue living within the familiarity of their own community.

### Working with Support Services

Homecare Housing works in partnership with our Support Services.

Once accommodation is provided, each client is offered the services of our Support Team.

### Crisis Response

Crisis response is about providing individuals with emergency short-term or long-term accommodation. This service is aimed at individuals experiencing a housing crisis. Some reasons for this may include: family breakups, financial hardship, addiction or intimidation.

### Types of Accommodation

We provide safe and comfortable homes for families and individuals. Our tailored homes are fully furnished with all appliances supplied. All accommodation is

fully health and safety compliant.

### Maintenance

A maintenance service is available where required. This would include maintenance such as plumbing, electrics, decorating, gardening etc.

### Specialist Housing

Accommodation can be adapted to meet the needs of people with disabilities. This can include, ramps, rails and electrics. In addition to this we can also install appropriate technology to ensure health and safety within the home.

*"Our mission is to provide each client with a safe, comfortable home, and in so doing encourage and promote emotional and social well-being with the re-assurance that a 7 day week on-call service is always on hand if required."*



## Support Services

Homecare Support Services provide services to individuals and families, many of whom present with multi-complex needs.

Some individuals simply require advice and guidance to enable them to maintain their own home.

### Range of Clients

We support and smooth the transition to independent living for:

- People with housing needs
- People at risk of domestic violence
- People with addictions
- Single or young parents
- People with mental health needs
- Travelling community
- People with learning disabilities
- Young people leaving care

### Peripatetic Service

Homecare's Peripatetic service delivers a person centred approach to meet individual needs.

The service is three fold centred around housing, support and care.

### Reduce Bed Blocking

It can reduce bed blocking by allowing vulnerable people to access emergency and temporary accommodation. It also helps them to secure permanent accommodation and maintain tenancy.

### Intensive support

Intensive support is also offered, supporting people with multi-complex needs or transient lifestyles for a minimum of 2 years. We have a multi-disciplinary team on hand, available 7 days a week.

### Working Partnerships

We work in partnership with:

- Health Service Executive
- Northern Ireland Housing Executive
- Health & Social Care Trust

Strategic relevance includes:

- Anti-poverty and social inclusion
- Your Health, Your Future - A Vision for Change
- Suicide Prevention Strategy
- Mental Health Strategy
- Bamford Review

*"We are committed to providing a better quality of life for vulnerable people and assisting them to live independently in the community."*



## Nursing Services

Homecare Nursing Services enables Health Board Trusts and HSE to transfer the management and delivery of healthcare packages with varying levels of complexity to the homecare environment

There are four different levels to which Nursing Care addresses: Continuing Care; Intermediate Care; Palliative Care; Health Care.

### Continuing Care

This service addresses the needs of clients with acquired brain injuries, spinal cord and central nervous system injuries and users who are dependent on ventilators.

### Palliative Care

This service addresses the needs of clients who have advanced and incurable diseases, cancer, neurological disorders and cardiac and respiratory diseases.

### Benefits to Health Board Trusts and HSE

Nursing services offers the ability to:

- Reduce costs by more effective use of resources
- Free up hospital/unit beds
- Prevent inappropriate placements

### Benefits to Clients

- To remain in the comfort of your own home: the familiar environment, surrounded by personal belongings, friends and family, increases wellbeing
- More client choice as our professionally trained team tailor the service to meet your individual needs ensuring consistency and continuity of staff

### Specialist Nurses

We work in conjunction with specialist nurses in the care of clients with conditions such as:

- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Chronic Cardiac Disease
- Rheumatoid Arthritis

*"We manage and deliver complex care packages that represent the diverse range of our skills base. Many of these cases are ongoing and include such services as care of the elderly, assistance with supported living, continuing and palliative care."*



## Training & Staff Development

Homecare Independent Living provides training that motivates staff to achieve their full potential thereby ensuring our clients receive exceptional standards of care and support.

We pride ourselves in a highly skilled professional team which includes fully qualified social workers and nurses. We also have podiatry, occupational therapy and physiotherapy as part of our multi-disciplinary services.

### Mentoring

Each staff member is given the opportunity to receive an intensive training program where they witness our core competencies in practice under the guidance of senior team members.

This program allows them to develop their skills and knowledge to provide care incorporating homecare values into every task.

Care staff are trained in NVQ Level 2 & 3 and FETAC Level 5. Office staff are trained in Health & Social Care Management Level 4 & 5.

In addition to this specialist training is provided as necessary to meet complex needs.

### Personal & Professional Development

Homecare promote personal & professional development through personal development plans. This encourages and challenges our talented individuals to develop themselves and to become leaders within their fields. We recognise talent on all levels and have a policy of developing and promoting from within.

Homecare's Training Service offers bespoke training to other organisations tailored specifically to their needs. We work in partnership with other organisations to ensure that the training we offer is thoughtfully designed to suit their learning and their workplace outcomes. Homecare's training department assists with the training and tools required to effectively carry out tasks to a high level of quality care.

*"We work in partnership with our staff to ensure that the training we offer is thoughtfully designed to suit their learning and our workplace outcomes taking care to understand the most appropriate methods to deliver the material."*

# Customer Service

Excellent



Very good

Good

Average

## Quality

Homecare Independent Living has established its own independent internal quality team to drive continuous improvement across the organisation, provide support and advice and ensure compliance with all regulatory requirements.

### Complaint Analysis

The monitoring of all comments, quality issues, complaints and suggestions for the company is a key aspect to ensure each complaint raised has been dealt with satisfactorily and effectively. All feedback whether positive or negative is used as a learning curve and formulates the changing policies, procedures and processes in the company.

### Preventative Actions

Each complaint and quality issue is scrutinised and action taken to prevent occurrence of another similar incident. Complainant satisfaction is sought in all instances before sign off can occur.

### Learning Outcomes

Learning outcomes from complaint analysis and preventative action is used to update policy, enhance training and improve communication.

### Continuous Improvement

Homecare carry out both internal and external audits to ensure continuous improvement throughout the company.

### Internal Audits

Homecare's primary focus is ensuring that high standards of quality are consistently adhered to. All department processes are audited on a bi-monthly basis which drive continuous improvements across the organisation. These audits provide support and advice and ensure compliance with all regulatory requirements.

### External Audits

Homecare strives for continuous improvement company wide and views all inspections as an opportunity to demonstrate and evidence the quality of the services provided whilst gaining independent feedback on improvements that could be made to further develop and improve.

*"The values of Homecare reflect their commitment to the person centred approach and they have clear working partnerships with clients and the local Trusts. The overall aim to enable people to live independently at home is being met by the agency and the staff providing the service."*  
RQIA Assessment 2011

# I Care – The Values of Homecare

- I INTEGRITY The ability to do my job reliably and honestly
- C COMMITMENT The ability to do my job with dedication and loyalty
- A ACCOUNTABILITY The ability to do my job with ownership and responsibility
- R RESPECT The ability to do my job with dignity and value everyone I interact with
- E ENTHUSIASM The ability to do my job with passion and creativity

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