

OUR CARE CHARTER



OUR AIM

Our aim is to provide a quality service which will maintain high standards of care to Clients living in their own home.



Our staff will provide a service in keeping with the **person centred-care plan** provided following a multi-disciplinary assessment and reviews of the Clients' needs by the local HSE CHO and our Operational Team.

Our **Carers** will be selected for their caring approach and will receive appropriate training to ensure they can carry out their job to the highest standard.

The **Client Care Manager** will oversee the quality of care which we provide including regular feedback from Clients their families and representatives of the HSE in accordance with our core values.

AT ALL TIMES WE AIM TO ENSURE ALL SERVICES WE PROVIDE COMPLY WITH REQUIREMENTS AND STANDARDS OF HSE AND HQIA (HEALTH QUALITY IMPROVEMENT AUTHORITY).

Our Values - CENTRED

Caring - The Client is at the core of everything we do.

Empathy - We ensure we maximise our understanding and empathy around clients and their families.

Nurture - We nurture our staff, clients and our partners to deliver the best care available across Ireland.

Transparent - Compliance and transparency to ensure the highest levels of regulation and best practice.

Relentless - Our staff and partners will never stop in the journey towards care perfection.

Exemplar - Always strive towards exemplar care, sector leading processes and relationships are acceptable.

Dignified - Older people must be treated with absolute dignity and respect at all times.

We work collectively with the both the HSE and regulatory bodies to ensure independence is achieved in line with and following required legal framework supports to achieve safe living within the community.

ESTABLISHED
2009

**SATISFYING OUR CLIENT'S INDIVIDUAL
NEEDS IS PARAMOUNT.**



**““ EVERY IMPROVEMENT, NO
MATTER HOW SMALL, CAN
MAKE A DIFFERENCE.**

OUR GOALS

Satisfying our Client's individual needs is paramount. Our Clients' are at the centre of all we do. We provide care to our Clients; therefore we need to take the time to understand and demonstrate compassion in every interaction. We must ensure that the holistic needs of our Clients are consistently met. We do not discriminate based on age, gender identity, sexual orientation, disability, family or civil status, race, ethnicity, socio-economic or cultural background of our Clients.

COMPLETE PROFESSIONALISM



We set ourselves high personal and professional standards, we constantly strive to achieve these standards and always look for ways to make ourselves more effective.

TEAMWORK



Working together as a team makes everyone's life easier, makes work-life more enjoyable while caring for our Clients. Always supporting our colleagues and going out of our way to help others.

OPEN COMMUNICATION



We communicate in a respectful and dignified manner. We must communicate openly, feel free to comment on areas that can be improved and have the strength of character to take feedback constructively, to learn from it and improve as a result of it.

OUR MISSION



To maintain and improve people's independence and wellbeing, through our relationship and technology-led care solutions and continuous improvement mentality.

Connected Health — transforming lives one caring connection at a time.

OUR PROMISE



ConnectedHealth

1

WE WILL CARRY OUT A PERSON-CENTRED ASSESSMENT OF YOUR NEEDS IN PARTNERSHIP WITH YOU, AND /OR NOK / FAMILY.

2

WE WILL PROVIDE YOU WITH A CLIENT BOOKLET WITH CONNECTED HEALTH INFORMATION.

3

WE WILL PROVIDE YOU WITH WRITTEN INFORMATION REGARDING YOUR SERVICE WITHIN 5 DAYS OF COMMENCEMENT.

4

WE WILL PROVIDE YOU WITH A CARE WORKER WHO WILL BE INTRODUCED TO YOU AND SHOW YOU HER/HIS PHOTOGRAPHIC IDENTIFICATION BADGE.

5

WE WILL MONITOR THE SERVICE WE PROVIDE ON A REGULAR BASIS, WITH SENIOR STAFF VISITING THE CLIENT TO ENSURE YOU ARE SATISFIED WITH OUR SERVICE.

6

WE PROVIDE A RANGE OF TRAINING TO ALL OUR STAFF TO ENSURE THEY HAVE THE NECESSARY SKILLS AND COMPETENCIES TO PROVIDE YOU WITH A QUALITY SERVICE.

7

WE WELCOME COMMENTS, COMPLIMENTS, AND COMPLAINTS. COMPLAINTS RECEIVED WILL BE TREATED IN STRICT CONFIDENCE, ACKNOWLEDGED WITHIN 2 WORKING DAYS AND A RESPONSE ISSUED WITHIN 28 WORKING DAYS.

8

WE ASSURE YOU THAT ALL MATTERS CONCERNING YOU WILL BE TREATED AS CONFIDENTIAL.

9

WE WILL TREAT YOU WITH COURTESY, DIGNITY AND RESPECT AT ALL TIMES.

10

WE WILL RESPECT THE RELIGIOUS, CULTURAL, AND ETHNIC NEEDS OF ALL OF OUR CLIENTS BY SEEKING THEIR INSTRUCTIONS OR THOSE OF THEIR RELATIVES.



KEEPING OUR CLIENTS INDEPENDENT AT HOME

We are dedicated to recognising each of those for whom we care as an individual and unique person with different needs and circumstances, and an inalienable right of choice.

We are sensitive to the fact that we are guests in the homes of those for whom we care and that we must always act in a way that respects them, their individuality, their privacy, their property and, most importantly, their dignity.

Tallaght | Portlaoise | Castlebar |

Carrick of Shannon | Dundalk

Telephone: 01 260 5002

www.connected-health.ie