

STATEMENT OF PURPOSE



ABOUT US

Connected Health is Ireland's premium, independent homecare provider. The company was established in Dublin in 2009, originally known as Home Care Plus, becoming part of the Connected Health Group in 2019 and rebranding to Connected Health.

We deliver multi-award-winning care that places the needs of you or your loved one at the heart of everything we do. Connected Health is also Ireland's leading provider of accredited training for carers to provide high standards of quality care to allow you to live in your own home.



Connected Health aim to provide high standards of quality care to enable you to live in the comfort of your own home. To provide highly skilled and trained care staff to support you at home.

OUR AIM AND OBJECTIVES

Our objective is to deliver services that meet your needs, promote choice and independence, and ensure safety and freedom from harm.

We provide personal care and / or assistance on a needs basis's working with the individual and others where needed. We provide services with an enabling approach which recognises and promotes an individual's ability to control their life, supporting independence, empowerment and self-care abilities, physical health and emotional wellbeing. We provide care designed by you, person centred, outcome based.

RANGE OF SERVICES | INTENDED SERVICE USER POPULATION

Our service is delivered to individuals who by reason of illness. Frailty or disability require home support services, to include people with physical, learning and sensory disability and / mental health. We provide personal care and / or assistance, the services we can provide are as follows, list is not exhaustive:

Personal Hygiene, including mouth hygiene
Showering and washing
Assistance with dressing and undressing
Prompting / Supervising the taking of medication
Assistance in and out of bed / bed-making
Household tasks, including cleaning, laundry

Continence Care
Social Support
Technology Enabled Care (TEC)
Palliative Care support
Overnight Care
Security



**“ WE PROVIDE CARE DESIGNED
BY YOU, PERSON CENTRED,
OUTCOME BASED.**

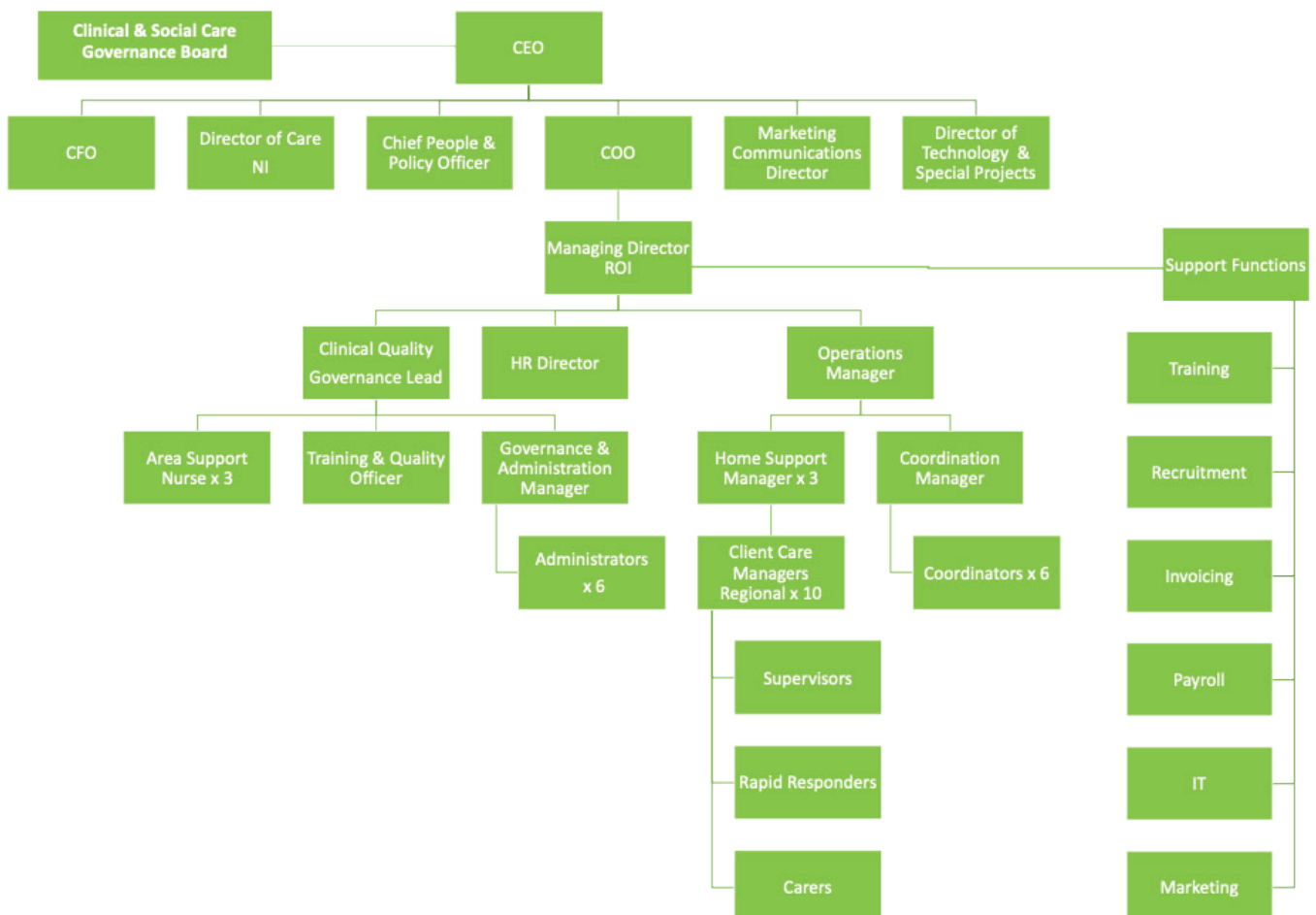
ORGANISATIONAL STRUCTURE

Connected Health have a robust recruitment and training process to ensure that all staff employed are of good character, caring empathetic nature and demonstrate their ability, and or credentials to complete the role they are employed.

Connected Health places considerable emphasis on ensuring that our staff has the necessary skills and experience to deliver a service that meets your individual needs. Following National Carer Competency Assessment, implementing and training plan to ensure skills and knowledge development.

Career and development progression is central to our service. On commencement of employment, the staff completed in-depth induction training and learning continues throughout their service with us.

Please find our organisational structure below;



HOW WE WILL MEET YOUR NEEDS

We will assess your needs with a person-centred assessment that you are fully involved in, and your NOK, family can be present. The purpose is to gather as much information as possible to enable a plan of care to be drawn up. The details of the plan of care and the services will be led and agreed upon by you. Simply it's 'Care Designed by You'.

RISK ASSESSMENT

When we are asked to provide you with a service, we will carry out a Risk Assessment. The purpose of this assessment is to identify any risks to either you or our staff while we are providing a service to you. This will involve all aspects of your care and the service, including the Environment. You will be fully involved, Care Designed by you

REVIEWING

We place a high priority on checking the quality and standard of our service with our clients. Reviewing visits to your home will be carried out periodically to assess needs. Ensure sufficient care is provided. During these visits, you will have the opportunity to comment on the service you are receiving. You will also be offered the opportunity to comment on our service regularly, Client Satisfaction Survey.

HSE

Connected Health have a contract with The Health Service Executive (HSE), HSE for Services for Older People - Community Operations, all home care providers including Connected Health, must submit data to ensure measures are in place to determine the service, meeting HIQA Safe Better Healthcare Standards. Connected Health and the HSE engage in meetings throughout the year to ensure they can provide the service together in a safe and effective manner.





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**WE UNDERSTAND THE
IMPORTANCE OF YOUR
INDEPENDENCE AND
STRIVE TO NOT ONLY
ASSIST WITH PRACTICAL
TASKS BUT ALSO PROVIDE
GENUINE COMPANIONSHIP
AND PEACE OF MIND.**

Tallaght | Killbarrack | Portlaoise
| Castlebar | Carrick of Shannon |
Dundalk

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www.connected-health.ie