



AGHRÁ SERVICE USERS SERVICE GUIDE

Welcome

We are very passionate about providing high quality, trusted and effective care in the homes and communities we serve, for persons of all ages with varying degrees of ability.

Introduction

A Ghrá Care Services Limited (AGCS) was established and incorporated in November 2012. The main business of AGCS is in the planning and delivery of high-quality and trusted home care services to the highest standard mindful of the service users' needs within their home and their community.

We focus on delivering home care services currently in the counties of Galway and Mayo with plans to go further afield.

Our Mission

Our mission is to deliver Person-Centred Care that promotes autonomy through an agreed and custom-designed suite of services that facilitates and encourages independent living at home and in the community.

Our Vision

To be the most trusted care company in the west of Ireland that excels at planning and delivering high quality care in a cost-effective way to our service users.

A GHRÁ Care Services

Homecare

A Ghrá Care Services is an experienced provider of a broad range of Home Care services to those who need support, helping to ensure they stay in their own homes whilst maintaining their own valued independence. We currently operate in Galway and Mayo and employ qualified and vetted staff who have a passion for delivering care in a professional and caring manner. Together we will design a tailor-made Care Plan suited to your agreed needs.

Respite Care

We at A Ghrá Care Services know and understand the importance and value of enabling a Family Carer to avail of short-term breaks that can relieve stress, restore their energy, and improve balance in their role as a Family Carer.

Post Hospital Care

Some of our senior service users are frequently required to transition between hospital and home following an episode of acute illness. We at A Ghrá Care Services can provide support to service users during this time.

Specialist Care

A Ghrá Care services recognise that dementia care is unique. We have an understanding of dementia, and other conditions that our service users may have, which is essential to providing trusted and sensitive care. Our carers have received additional training to help them understand and support those on their Dementia journey.

Personal Assistant Services

A Ghrá Care Services offer personal assistant service, which involves understanding the service users' needs which may vary from support with transport, to aiding with interpretation and help to access and attend the different support services available for the most vulnerable in our communities



Consent

A Ghrá will always seek the service users' informed consent when planning and delivering care provision. If the ability to provide such consent is in doubt, A Ghrá will seek the informed consent of the service users' Supporting Person, or Specified Person, and will never be forceful in delivering services and will respect the clients right to refuse services

How much will it cost?

There is a charge for our services and this varies depending on duration and day of delivery. The HSE provide funding in certain circumstances and in other cases our service users and or their families privately fund our services, in the latter case tax reliefs may be available see <http://www.revenue.ie/en/personal-tax-credits-reliefs-and-exemptions/health-and-age/home-carer-credit/index.aspx> for more information.

What is a Care Plan?

A Care plan is a customised, personalised, and documented plan of service provision agreed between the service user, and A Ghrá based on the service user's needs. It outlines the days and times for service provision and what is to occur at each call. At A Ghrá we review every service user care plan annually or sooner as required to ensure our Service user's changing needs are met.

Can the home carer do additional tasks?

Our staff are only authorised to perform those tasks identified in your care plan; they cannot undertake additional tasks unless authorised to do so.

When will service start?

Following an assessment of your care needs and the development of an agreed care plan specific to your needs we will agree the commencement date for service provision.

Environmental Risk assessment

We will need to conduct an environmental assessment of your home to provide for the safety of both service user and care staff.

Can we help with medications?

Our care staff can only 'Assist and Prompt' with medications as follows.

Assisting with medicines can only include:

- picking up of properly sanctioned prescriptions from Service user's GP surgery
- collecting dispensed medicines from the pharmacy
- ensure the service user has a drink if appropriate to take with his or her medication

Prompt. Prompting of medication is reminding a person of the time and asking if they have or are going to take their medications. The service user is still in control of their medicines and may decide not to take them or take them later. Prompting can be useful when a service user knows what medicines to take and how to take them, but may simply forget the time



How will I identify the home carers who will visit my home?

All our care staff are provided with uniforms and identity cards which they must wear when conducting service visits.

How will they gain access to my home?

Security of access to the service users' home is paramount, if the service user cannot provide access, we recommend the use of key boxes and the access code to same once provided to A Ghrá is strictly controlled.

Will the same home carer always visit?

We believe that providing continuity of care and building relationships between caregiver and service user increase the overall quality of the care service provided. We always endeavour to place the same caregiver in a service users' home. Sometimes if a caregiver is unavailable on sick leave or on holiday leave, then we will need to put in a different caregiver which we will always discuss with you prior to assigning you a new caregiver.

How will my service be monitored?

A Ghrá has a robust quality management system designed to ensure we excel in the provision of high-quality service. Whilst we are subject to the standards as set by the HSE and HIQA for delivery of care services, our goal is always to exceed these standards. We conduct a number of activities to ensure we maintain the quality of our service provision including.

- Supervised (announced and unannounced) visit checks on our carers,
- supervisory visits to our service users,
- client liaison phone calls to our service users to check that you are happy with our service,
- an anonymised postal survey to all our service users annually designed to assess client satisfaction

What if my needs change?

If your needs change your care plan can be adjusted to reflect your changing needs, such changes are normally initiated on foot of medical requests and HSE approval.

Gifts and Rewards

Our carers are expressly forbidden to receive gifts or financial rewards from you or your family in relation to the services we provide for you. If you are happy with our service, we welcome your feedback.

Confidentiality

A Ghrá staff members have a legal duty regarding service user confidentiality and breaching service user confidentiality is a serious disciplinary offence. All staff are aware of this and are required to sign a confidentiality clause prior to commencing employment.

Complaints

A GHRÁ is committed to dealing effectively with all complaints received. If we get something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information and learning gained from investigation of complaints to improve our services. A full copy of our complaints policy is provided in your care folder.



Service Cancellation

We will always endeavour to complete every call as scheduled, however in the unlikely event that we cannot provide the service, and having exhausted all attempts to source a carer and having liaised and informed the HSE case manager (with respect to HSE service users); we will inform the client and or their representative in advance, and with as much notice as possible in the hope and expectation that the service users' representative or a family member can provide assistance until a carer can be sourced.

Contact Information

Address: A Ghrá Care Services Ltd, The Mall, Tuam, Co. Galway

Phone: 093 60716 This number is monitored outside normal business hours and ensures we can be contacted outside normal business hours in cases where urgent actions are required.

Email: info@aghra.ie **Website:** www.aghra.ie

Service User App: It is possible to provide service users (on request) login access to our scheduling App to provide 'real time' oversight of the service users care plan and schedule

Some useful websites

A GHRÁ - https://www.aghra.ie/	Health Services Executive - https://www.hse.ie
Health Information and Quality Authority (HIQA) - www.hiqa.ie	Citizens Information - www.citizensinformation.ie
Infection Prevention Control Ireland - www.ipcireland.ie	Data Protection Commission – www.dataprotection.ie
Sage Advocacy www.sageadvocacy.ie Phone 015367330	The Alzheimer Society of Ireland www.alzheimer.ie
Office of the Ombudsman www.ombudsman.ie Phone 016395600	