



# Family INFORMATION BOOKLET

## Making Homecare Affordable For You!

Schedule a call with one of our dedicated team today!

We will be happy to fill in your application with you over the phone.

It takes less than 30 minutes, and we can call you at a time that suits you.

So please feel free to text 087 991 6791 to schedule this call.

### CONTACT US:

Email

[reception@alhomecare.ie](mailto:reception@alhomecare.ie)

**Dublin:** 01 513 5564

**Cork:** 021 601 7261

**Mobile (all areas):** 087 991 6791 or 087 744 0729

**Out of office hours:** 087 744 0729



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Dear Family,

Thank you for your interest in our service.

All our carers are live-in, which means they sleep in your relative's home at night and work by day 5-6 days per week. This will give your relative great support as well as comfort, reassurance and peace of mind. If your relative sleeps through the night and doesn't require night care, then the only cost of the carer being in relative's home at night (up to 7 nights per week) is the cost of their food and any marginal increase in heating & utility costs being present in the house at night. This is a big advantage of live-in care. The carer will normally sleep in up to 7 nights per week because you are providing her/him with free accommodation and food as part of her/his employment agreement.

*Note: If your relative needs a lot of care at night, then we can supply a carer for night time care and someone else can be responsible for day care. Usually, we place one carer per client, but if necessary, we can supply 2 carers who together provide 24hour active care.*

## The Cost

Depending on the grade of carer you choose, the cost will vary. If you look at our Grades and Costs of Carer Document, you will see the full range of carers that we offer.

For example, our Carer Plus costs €568 for a 35-hour work week (7 hours per day, 5 days per week). Our Advanced Carer (a more experienced carer) costs €612 for a 35-hour work week.

Two Carer Plus Carers would cost €1,136 per week for two carers working 35 hours per week. In most situations, one carer provides sufficient care.

The duties our carers perform are companionship, personal care, cooking, housekeeping, shopping etc. If you want the carer to do more than 35 hours per week, then the overtime rate is €13.85 gross per hour for the Carer Plus and €15 gross per hour for our Advanced Carer.

If your relative requires really substantial care, then we can place two carers. But most of our families find that one carer working 35 to 48 hours per week is sufficient to provide the necessary care for their relative.

Supplement for caring for 2 people. In the event that the second person being cared for goes into hospital or respite for a period during the placement, the supplement for the care of 2 people is not payable during that time. Similarly, in the event of the second person passing away, the supplement for caring for 2 people stops from that time onwards.

Please refer to the section titled, *Extra costs to take into consideration* later in this information booklet.



# Becoming the employer of an ALHomecare Carer

Most other agencies act as the employer of the carer on the family's behalf. This usually means that the family pay double what the agency pays the carer. This makes home care very expensive. Typically, other agencies charge €30 per hour and €200 per night – this can easily add up to more than €2,000 per week.

With ALHomecare you become the carer's employer. This way you get the best possible value and your carer feels that she/he is being given a fair deal as well. This will lead to a better to a better relationship between you and the carer and will save you thousands of euro. A carer who is happy with her/his working relationship with you will natural be more committed to providing the best possible care to your relative.

Like nearly all our other families, you will potentially be becoming an employer for the first time. You will register with Revenue as an employer and Revenue will give an employer tax registration number. ALHomecare will provide you with the necessary information and support to become the carer's employer. We have placed more than 1,000 carers with families all over Ireland. Therefore, the option of becoming the employer of an ALHomecare carer is straightforward and proven system that is fair for the family and the carer. If you don't have an accountant already, we can recommend an accountant to you who will prepare the monthly payslips for your carer, organise the Revenue returns and help with you claiming up to 40% tax relief on home care.

## Claiming Tax Relief

You can claim tax relief on the cost of your relative's carer up to maximum of 40% of the total cost, if she/he is incapacitated. For example, this can reduce the cost of the Standard Carer to as little as €340.80 per week for 35 hours of work (i.e. €568 X 0.6)



## Fees

Our carer placement fee is €1,541 (plus VAT at 23% i.e. €1,895) plus €68 per week towards the cost of the carer's ongoing training and support. This €68 weekly training and support cost is already included in the €568 weekly cost of the Carer Plus and the €612 weekly cost of the Advanced Carer.

*Note\*: You can apply for tax relief on our placement fee and the training fee.*

*Note\*\*: Short term placements (up to 3 weeks duration) are subject to a €400 (ex. VAT) placement fee. Short term carers cost €120 per day for 7 hours work with free accommodation & food. Overtime costs extra*

## Our Commitment to Quality

We provide a 3-week trial period at the beginning of every placement. This gives you time to see if the placement is working out to your satisfaction. If yes, then we will continue to stay in contact with you and the carer throughout the placement. If not, we will help you to resolve any issues and if necessary, we will offer you a replacement carer or a refund of your placement fee (please see our terms and conditions for details). But rest assured, most placements work out very well.

We are also very happy to arrange for you to speak to one of our existing clients and you can ask them about their experience of our service and their experience of having a live-in carer.

If you wish to go ahead with our agency, please read through this information booklet and then fill in our online application form which is located at: [www.alhhomecare.ie/get-started](http://www.alhhomecare.ie/get-started)

If you would like assistance completing the application or if you would like to fill it out over the phone, please email Maria, at [maria@alhhomecare.ie](mailto:maria@alhhomecare.ie) and Maria our Placement Manager will be glad to help you.

If you have any questions, please do not hesitate to contact us.

Kind regards

Tom Quinlan

Manager - Affordable Live-in Homecare

[manager@alhhomecare.ie](mailto:manager@alhhomecare.ie)

Dublin: 01 513 5564 Cork: 021 601 7261

Mobile all areas: 087 991 6791

# Our Different Grades of Carers

*Whatever your needs and budget, we have the right carer for you.*

**Note: You can claim up to 40% tax relief on the following costs if your relative is incapacitated (i.e. they are incapable of caring for themselves)**

<p>Option 1 <b>Carer Plus</b> €568 per week</p>	<p>Option 2 <b>Advanced Carer</b> €612 per week</p>	<p>Option 3 <b>Nurse</b> €713 per week</p>
<p>A capable and competent carer who is willing to do all general duties including personal care.</p> <p>€568 is made up of 3 parts:</p> <ol style="list-style-type: none"> <li><b>Gross Salary:</b> €449.75 per week with accommodation and food provided by the family.</li> <li><b>€49.70 Employer PRSI</b> at 11.05%</li> <li><b>Training &amp; Support:</b> €68 per week (€295 per month)</li> </ol> <p><b>Total of these costs:</b> €568 per week for 35 hours work</p> <p>Overtime rate €13.85 gross per hour plus employer PRSI</p>	<p>A more experienced carer than Carer Plus.</p> <p>€612 is made up of 3 parts:</p> <ol style="list-style-type: none"> <li><b>Gross Salary:</b> €490 per week with accommodation and food provided by the family.</li> <li><b>€54.15 Employer PRSI</b> at 11.05%</li> <li><b>Training &amp; Support:</b> €68 per week (€295 per month)</li> </ol> <p><b>Total of these costs:</b> €612 per week for 35 hours work</p> <p>Overtime rate €15 gross per hour plus employer PRSI</p>	<p>An experienced nurse. With a nursing qualification from their home country.</p> <p>€713 is made up of 3 parts:</p> <ol style="list-style-type: none"> <li><b>Gross Salary:</b> €581 per week with accommodation and food provided by the family.</li> <li><b>€64.20 Employer PRSI</b> at 11.05%</li> <li><b>Training &amp; Support:</b> €68 per week (€295 per month)</li> </ol> <p><b>Total of these costs:</b> €713 per week for 35 hours work</p> <p>Overtime rate €17.50 gross per hour plus employer PRSI</p>



## Our Training and Support for your Carer

Being a carer is a very responsible role. That's why training and support is very important to ensure the carer performs her/his duties to as high a standard as possible.

All our carers follow our own in-house training course in "*Care for The Elderly*" while they are working for you.

This course is online, so it fits around their work schedule and they do this training in their own free time.

This list of topics is constantly being added to because our training is available to our carers throughout their placement with you.

The carer does one topic/module per month. ALHomecare also helps carers to improve their English before and during their placements by making resources available to them and directing them to the appropriate language training resources available.

The carer can request a certificate from ALHomecare for the topics/modules she/he has completed once she/he has finished her/his placement.



## Topics that are included in our course include:

*Note: the order of these topics may vary*

<ul style="list-style-type: none"> <li>➤ Elderly Care Overview</li> <li>➤ Osteoporosis&amp;Osteoarthritis</li> <li>➤ Urinary catheter</li> <li>➤ First Aid</li> <li>➤ Cancer Care</li> <li>➤ Urinary catheter care</li> <li>➤ Safeguarding the elderly</li> <li>➤ Bedsores</li> <li>➤ Alzheimer's Disease</li> <li>➤ Depression</li> <li>➤ Varicose veins – lower limbs</li> <li>➤ Post hip surgery care</li> </ul>	<ul style="list-style-type: none"> <li>➤ Patient Handling &amp; Manual Handling</li> <li>➤ Dysphagia</li> <li>➤ Diabetes</li> <li>➤ Kidney diseases</li> <li>➤ Eye disease and blindness</li> <li>➤ COPD</li> <li>➤ Heart and Circulation</li> <li>➤ Infection Control</li> <li>➤ Ear Infections</li> <li>➤ Thyroid disease</li> <li>➤ Skin disease</li> <li>➤ Medication Management</li> <li>➤ Cuts, burns and bruises</li> </ul>	<ul style="list-style-type: none"> <li>➤ Liver Disease</li> <li>➤ Bowel disease and stoma</li> <li>➤ Eating Disorder</li> <li>➤ Stroke</li> <li>➤ Preventative Healthcare</li> <li>➤ Dementia</li> <li>➤ Parkinson's Disease</li> <li>➤ Professional Boundaries</li> <li>➤ UTI's</li> <li>➤ Diet for the elderly</li> <li>➤ Carer Health and wellbeing</li> <li>➤ End of Life Care</li> </ul>
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# ALHomecare Support

- 1. Our relationship with your carer is built strong from the start.** It begins at the start of the recruitment process back in her/his home country. Our partners in Eastern Europe work exclusively with ALHomecare in her/his home country. This is why she/he is willing to take the big step of relocating to Ireland. She/he knows she/he is in safe hands with ALHomecare, a care agency with an excellent reputation for supporting its carers.
- 2. Helping the carer cope with a new culture and new life in Ireland.** When the carer first arrives in Ireland she/he has already been prepared by ALHomecare. She/he knows what to expect and what the first weeks will be like. She/he is coming after many other ALHomecare carers that have made the same journey to Ireland.
- 3. Fostering social connections.** The ALHomecare team is a multi-lingual, multi-national organisation so we try to provide support to your carer in their mother tongue if necessary. We also promote opportunities to connect online with live meditation, yoga sessions and quiz nights. We aim to connect carers with their colleagues with the purpose of peer support and to ensure that your carer is supported in looking after own mental health while doing their responsible and rewarding job.
- 4. Answering questions and solving issues.** We are very accustomed to answering carers questions and solving issues that they face because we have done this many times during the past 10 years we have been in business. This gives carers peace of mind that they know ALHomecare has the experience to ensure that everything will work out well.

- 5. Building confidence.** A carer who is confident that she has all the necessary support, is a carer who can focus on caring for your relative. ALHomecare gives carers this confidence. They have read many reviews on the internet about ALHomecare and they know they can trust in us. The work of a carer can be stressful, tiring and lonely sometimes. Your ALHomecare carer knows she/he is part of a great team of ALHomecare carers all working in Ireland.
- 6. Sustaining the relationship** between you and the carer. It is vital that you and your carer get on well together. Sometimes relationships can become strained and nerves frayed. ALHomecare is there for you and the carer to talk and seek advice. It is reassuring for both you and the carer to know that there is someone who is neutral yet always determined to keep things on track for everyone's benefit.

Your carer has every incentive to continue cooperating with you and ALHomecare and is highly unlikely to consider looking for other work. You also know that ALHomecare is there for you to help you in any way we can to make sure the placement is long-lasting and successful.

ALHomecare has been providing training and support to our carers and clients since we started placing carers back in 2014 and we have no doubt that it is the main reason for our success. We are sure you will agree that a well-trained and well-supported carer is in everyone's interest, especially your relative's, for whom you are paying for this care.

*Note: You can claim tax relief up to 40% on this cost if your relative is incapacitated.*



# Extra Costs to take into consideration with your ALHomecare Live-in Carer

## Our placement fee of €1,895 including VAT

Carer's flight to Ireland: The cost of the flight should be refunded to the carer at the end of the first 4 weeks of the placement if neither the family or carer have given notice to finish the placement at that time. If the family is unable to pick the carer up at the airport, then the family should also refund the carer the cost of their travel from the Irish airport to the placement. The flight cost is usually less than €250.

4 weeks paid holidays per year for the carer (1 week paid holidays for every 12 weeks worked)

A payroll service or an accountant to prepare the carer's payslips and do the Revenue returns. ALHomecare can recommend a very good payroll service that costs 525 euro plus VAT per year for their payroll service.

Food for the carer, approximately €80 per week.

Wi-Fi should be provided for the carer. If there is no Wi-Fi in the house, €25 is recommended to give the carer as an allowance to buy a data sim card.

When you include the above costs, our service is a lot cheaper than a visiting care agency or nursing home.

*Note: You can claim tax relief on the cost of homecare up to a maximum of 40%, if your relative is incapacitated.*



## Special rule for night time care roles

The night time carer should be guaranteed a minimum of 7 hours salary for his/her work within a 10 hour time frame during the night.

For example, the night time carer could be available from 8pm to 6am, 9pm to 7am or 10pm to 8am or 11pm to 9am and they should be paid for a minimum of 7 hours during the 10 hour period that the employer has assigned to the carer. Any additional working hours authorised by the employer on top of those 7 hours during that 10 hour time period should be paid at the overtime rate. Any additional hours authorised by the employer outside of those 10 hours but within the maximum 13 hours availability should also be paid at the overtime rate. Any night time overtime must be paid in minimum 30 minute blocks of time.

*Note \*: Our carers can work up to 48 hours per week across a maximum of 6 days per week (i.e. 6 days x 8 hours per day). We can supply 2 carers if a more comprehensive care schedule is required.*

*Note \*\*: Our carer is there at night for the client's comfort and reassurance – the visiting carer isn't. That's a massive difference and a massive extra value of a live-in carer from Affordable Live-in Homecare.*



## Becoming an Employer of a Live-in Carer

With our agency, you become the employer of the carer. The advantages of organising care in this way are:

1. What you pay the carer is what the carer gets. The salary you pay the carer goes to the carer (tax and USC deducted)
2. You set the carer's work schedule to suit your relative's/family's needs not the agency's needs.
3. The carer is matched to your relative's care needs and is not shared with any other family/employer.
4. You are best positioned to form a long-term, mutually beneficial relationship with your relative's carer.

Nearly all our clients are becoming an employer for the first time but don't worry it's a very easy straightforward process. Normally our clients engage the services of an accountant (if they don't have their own accountant already) and the accountant takes care of the following tasks:

1. Registering a family member as the employer of the carer
2. Preparing the monthly payslips
3. Do the necessary Revenue returns
4. Assist with claiming up to 40% tax relief on homecare (where the elderly person is incapable of caring for themselves i.e. is incapacitated)

*Note: We recommend a payroll service or an accountant to you who do the payroll for many of our other clients/families. These services are experienced with how the ALHomecare service works.*



Most other agencies act as the employer on your behalf. At first glance, this may seem like the best solution but this system significantly adds to the cost of homecare because the hourly rates these agencies charge are typically €25 to €30 per hour and more than €200 per night. Over any extended period, this is very expensive and unsustainable for most families.

We are happy to put new clients in contact with some of our existing clients should you wish to ask them any questions about their experience of becoming an employer of a live-in carer.

If you have any initial questions/queries at this stage, please don't hesitate to ask Tom or Eileen on the office mobile number: 087 991 6791

More and more families hear about us through referrals and recommendations. This shows that becoming an employer of a live-in carer with ALHomecare is a decision that our clients are happy to talk about with their friends and colleagues.

## Our Fees

Our fees are set at a rate to provide high quality service while covering our costs

1. **Our initial placement fee of €1541 (plus VAT AT 23%) i.e. €1895.** For this fee, we aim to offer you the best possible placement service. All our carers are referenced checked and Garda vetted. If during the first 3 weeks of the placement you are not entirely happy with the Carer we provide (and replacing the carer is the only solution) we will offer you another carer without the need to pay any additional placement fee or we will refund the placement fee to you. Please see our T&Cs.

Our service doesn't stop after the carer arrives in your home. We will keep in regular contact with you throughout the placement. You can call/email us at anytime throughout the placement and we will endeavour to answer any questions you may have relating to the placement.

2. **Our training and support fee of €295 per month for the duration of the placement.**

This is to cover the cost of ongoing training and support the carer receives while she is working for you. This cost is factored into the cost of each grade of carer i.e. for a Carer Plus, the cost €568 per week including the training and support fee.

*Please see our prices page on <http://www.alhomecare.ie>*

*Note\*: €295 per month is equivalent to €68 per week based on 4.3 weeks in a calendar month.*

*Note\*\*: If you refer families to ALHomecare and they hire a carer from us, we will pay you €150 referral reward which is payable to you at the end of month 3 of that other placement. If you successfully refer one family per month to us, you can reduce your monthly training and support fee from €295 to €145 per month.*



- 3. The family normally also pays the carer's flight costs to Ireland.** This is paid at the end of the first month directly to the carer if the family are happy with the carer's work. This is an excellent way of motivating your carer to start well in their job and the flight cost is usually not more than €250.

*Note: Placement fee should be made payable to: Affordable Live-in Homecare Limited. If your relative is incapacitated (i.e. incapable of caring for themselves, you can claim tax relief on the costs of homecare (including the costs above) up to a maximum of 40%*



## Our Terms & Conditions

- 1. The family** is defined as **the employer of the carer**, and the other family member who is the second signatory on the employment contract between the carer and the employer.  
*Note: Affordable Live-in Homecare Limited has no responsibility or relations to any other member(s) of the family's extended family.*
- 2. Affordable Live-in Homecare** is a registered recruitment agency. The licence number is EA3808. Affordable Live-in Homecare will be subsequently referred to in this agreement as **ALHomecare**.
- 3. It is sole responsibility of the family** to familiarise themselves with ALHomecare's service, by reading the information on our website, [www.alhomecare.ie](http://www.alhomecare.ie)
- 4. Fees:** The family shall pay the placement fee to ALHomecare before the placement commences. The family shall also pay the monthly training and support fee to ALHomecare every month on the 1<sup>st</sup> of the month for the full duration of the placement. Any late payments are subject to an additional 10 euro per day late payment penalty. All ALHomecare fees are non-negotiable and there is no opt out option with regard to our fees once the employment contract with the carer has been signed.
- 5. To avail of the refund of the placement fee or one free replacement carer**, the employer must notify ALHomecare in writing by email to [support@alhomecare.ie](mailto:support@alhomecare.ie) by the end of the second week of the placement that they wish to terminate the contract and the employer must also give the carer 48 hours or 1 weeks' notice in writing as outlined in the trial period explanatory paragraph in the employment contract between the family and the carer. Then the placement fee refund or the replacement carer is organised after the carer has been paid in full for her/his work and the carer has vacated the client's home. ALHomecare alone set the refund amount. If a replacement carer is offered, the employer will be given a choice of 2 candidates and must choose one of those 2 candidates within 7 days of those candidates'

profiles being present to the family. ALHomecare reserves the right to terminate relations with any family by giving the family 3 weeks' notice. If a family requires a replacement carer outside of the initial trial period, a replacement fee will normally apply.

- 6. Training and support programme:** Your carer has signed an agreement with ALHomecare to undertake our training and support programme for the full duration of the placement. The fee for this should be paid by one of the family signatories to this contract by direct debit or standing order on the 1<sup>st</sup> of each month for the duration of the placement starting on the **1<sup>st</sup> of .....2024**.

*Note: if a placement starts during the course of a month then a proportional amount of training and support is payable for that month (at a rate of 10 euro per day) and this is added to the first full month's invoice.*

**For example**, if a placement starts on the 10<sup>th</sup> April, then the invoice for that partial month is combined into the next month's invoice. So that would be 200 euro for the partial month (20 days in April by 10 euro per day) and 295 euro for the following month (May) making it 495 euro payable on 1<sup>st</sup> of May for April and May's training and support.

Late payment is subject to additional fees. All customers must set up a direct debit or standing order with their bank by the end of first full month of the placement. ALHomecare reserves the right to use other means of collection of the monthly training and support fee should collection through direct debit or standing order prove unsuccessful. The monthly fee is payable as usual during any months the carer takes holidays.

*Note: The payor needs to be one of the signatories to this contract and the payor should not change for the duration of the placement.*

- 7. The carer profile:** ALHomecare prepares a profile for every carer this profile is composed of the information provided by the carer to ALHomecare as well as information from the carer's reference(s). The carer profile constitutes the full information that ALHomecare has about



the carer. If the family requires any additional information or clarification about any information in the carer's profile, it is the sole responsibility of the family to ask and obtain that information from ALHomecare BEFORE hiring that carer. After the carer has been hired, then the family must request any further information or clarification directly from the carer. After the care has been hired, ALHomecare accepts no further responsibility to furnish family with any further information or clarification of information about that carer.

*ALHomecare takes no responsibility for any false or misleading information that the carer has provided to ALHomecare.*

- 8. Reference checking of the carer:** ALHomecare will make all reasonable efforts to obtain verifiable references for the carer and we will make all reasonable efforts to verify those references. All the references we have obtained for the carer and how we verified those references is outlined in the carer profile. What is stated in relation to the carer's references in the carer's profile is the totality of the references and reference verifications that ALHomecare has regarding that carer.

*ALHomecare takes no responsibility for any false or misleading information their referee(s) provided to ALHomecare.*

- 9. Police checking of the carer:** ALHomecare will Garda vet all carers and the family should not allow a carer to start until ALHomecare has confirmed in writing to the family that the Garda vetting has been completed. If the carer is arriving from another country, then the carer is either police checked in that country or in their home country.

ALHomecare performs a maximum of 2 police checks per carer i.e. Garda Vetting and a maximum of one other police check from another country.

- 10. The family is solely responsible** for ensuring that their employment of the carer complies with Irish employment law.



**11. The employer must register as the carer's employer** before the end of the first week of the placement. This is irrespective of whether the placement will continue past the trial period or not. The employer does not need to have the PPS number of the carer in order to register as the carer's employer. If the employer doesn't have their own accountant to complete this registration, then ALHomecare recommends (without accepting any liability) Atlantic Payroll at [admin@atlanticpayroll.ie](mailto:admin@atlanticpayroll.ie) or phone their manager, Laura O'Malley 087 053 4536. Laura O'Malley offers a special rate for short term employment registration and payroll. Laura also provides a long term payroll service to many of our clients, which you may choose to avail of. It is completely the family's choice which payroll service you use.

Here are the contact details of 2 accountants that also provide a payroll service:

1. Karl McDonald & Company  
Mountjoy, Dublin.  
Tel Number is 01 8554188
2. Regina Cunningham, Cunningham & Co. Accountants  
The Old School House, Taghmon, Wexford.  
Tel number is 053 9134097

**12. The family accepts that ALHomecare does not have any responsibility** for any loss or damage that may result from the placement of a carer or from the training or support that we provide to that carer.

ALHomecare has advised the carer to seek permission from you, the employer before applying their training in their placement.

**13. Insurance:** ALHomecare advises the family to consult with the household insurance provider of the property where the carer will reside and work. The family should explain to that insurer about the presence of the carer in the client's home and their role as a full time live-in carer

employed by the family. The family is solely responsible to ensure that the insurer agrees to provide adequate insurance cover for the carer being present and working in the client's home. In the event that the insurer doesn't provide such cover, then ALHomecare recommends to the family to consult with other insurance providers such as AXA, Allianz, Aviva, Liberty Insurance and FBD and insurance brokers to find the necessary insurance. In the event that the carer is provided with the use of a care (whether it is for their care role or not), then it is the sole responsibility of the family to ensure that all necessary car insurance is in place.

- 14. Patient moving and handling:** ALHomecare provides 2 online modules covering patient moving and handling which form part of our own in-house training programme for our carers. If patient moving and handling forms or will potentially form part of the carer's role, then ALHomecare recommends to the family to also book their carer onto a face to face, certified patient moving and handling course with a company that specialised in such training. Here are the names of a few such companies that provide this training but a Google search will provide you with additional options: TTM Training, Medicore, WD Training, Servisource Training.
- 15. Risk assessment of client's home:** ALHomecare provides you with a sample risk assessment document that you can choose to use in order to make a risk assessment of the client's home before the carer starts their placement. You should go through the risk assessment with your carer at the start of the placement and make sure they understand it fully. You should also consult the HAS website for further information on this matter. The family must inform the carer of the presence and location of all CCTV cameras in or around the client's home and should provide this information in their application for a live-in carer.
- 16. Carer's point of contact:** ALHomecare recommends that you have one person (normally the employer or the employer's representative) who is the main point of contact for the carer. This is to ensure clear communication and direction of the carer's role and to answer any

questions the carer has during the course of the placement. Make sure the carer knows who this person is and has their contact details.

- 17. If the client has a fall:** the carer is advised not to move them (unless they have to move them for their safety, e.g. they are too near a fire) and contact the family immediately. Phone 999 for help if the family does not answer the call.

*Note: Confirm with your carer regarding the exact procedure you want them to follow in any emergency.*

- 18. Medication Management:** ALHomecare recommends that you give clear instructions to your carer regarding the administration of medications if that will be part of the carer's duties. Giving this information orally is not sufficient as you and the carer need to have a definite record of this important information. Send an email or a text message outlining the exact protocol in relation to the management of medication.

- 19. The family are solely responsible** for the supervision and quality control of the carer's work. ALHomecare recommends that the family requests a weekly report by email from their carer outlining the client's condition in terms of the following variables: i.e. the client's appetite, condition of their skin, their sleep, mood, mobility, continence (urinary infection, incontinence or constipation, diarrhoea), not drinking enough fluids, drinking excessive amounts of alcohol or mixing alcohol with their medication and any other information the carer feels is important to share with their employer/employer's representative about the client's state of health and well-being.

- 20. ALHomecare recommends 2 accountants and 1 payroll service** (see their contact details above) to you to help you with the payroll administration. It is totally at your discretion to contact and/or avail of any of these services or use another accountant for payroll service of your choosing. Remember point 11 above.

- 21. Do a carer induction at the start of the placement:**

- Prepare a **work timetable** for the carer and go through it with the carer on their first day. Review this timetable at the end of the first week to check that it is meeting your relative's care needs. Then review it periodically thereafter.
- Do an **orientation of your relative's home** (i.e. how appliances work, how heating and alarm system work, rubbish separation and collection etc.)
- Do an **orientation of your relative's neighbourhood** (where local shops are located etc.).
- Go through your **risk assessment of your relative's home** with your carer so that they are aware of any risks or hazards that may be present. ALHomecare has a model of a risk assessment for your use, if you wish to use that.
- Go through a **weekly meal plan** for your relative and use this to help prepare the weekly shopping list for both your relative and the carer's weekly food needs and go to the supermarket with the carer to get that weekly shopping.
- **Explain your relative's medication** to the carer and explain to them about replenishing that medication, if that is part of their role.
- Explain to the carer what you want them to do in an **emergency situation** and ensure that the carer has the Eircode of your relative's address.
- Help your carer to **register with a local GP**.
- If your carer doesn't have a **PPS number**, **help your carer** to obtain this. Please refer to our family starter pack with particular information in relation to this.

## 22. ALHomecare's general advice:

- Please make sure your relative's home and particularly the carer's bedroom are clean and tidy before the carer arrives.
- Please make sure that WIFI internet is in place.
- A monitoring device should not disturb or interrupt the carer's 11 hours of uninterrupted rest, except in the case of an emergency. Any monitoring device that has a constant light or transmits live sound and/or video from the client's bedroom should not be placed in the carer's bedroom during their 11 hours of interrupted rest. If the family





feels the necessity for remote monitoring of the client/their relative during the carer's 11 hours of uninterrupted rest, then the family should consider purchasing a device that transmits video and/or sound directly via an app to their own phone...and if they detect an emergency, they should ring the carer and/or emergency services.

- Email your carer once a week every week to check if they have any issues, problems or questions and you should deal with those in a timely and efficient way that reaches a mutually acceptable solution.
- You should make sure that your carer fills and gives you a timesheet every week for the full duration of the placement.
- You should ensure that your carer has breaks during their working day as well as (and at a minimum) they have 11 hours of uninterrupted rest every 24 hours and 1 full 24 hours off every week.
- Contact ALHomecare if you need any advice or support during the placement.

**23. The family accepts that ALHomecare provides any and all advice and support in good faith** BUT ALHomecare's advice should not be regarded as a substitute for professional legal or professional financial advice that may be more appropriate in the given circumstance. The family shall not hold ALHomecare responsible for any loss or damage that may result from the advice and support that we have provided either before, during or after the placement has finished.

**24. ALHomecare does not guarantee to offer any carer cover** while the family's main carer is on holidays and neither does ALHomecare guarantee to provide any replacement carer when the current carer finishes.

**25. The employer shall fully indemnify ALHomecare** against any legal action taken by the carer or their legal representative and/or the family member(s) of the employer in the event that the employer fails to meet their legal obligations towards the carer as the employer of that carer.



- 26. In the event of any problem or issue with the placement/carer,** the family should, in the first instance, contact our Support Manager at [support@alhomecare.ie](mailto:support@alhomecare.ie) or if the family is not satisfied with the resolution then contact Tom Quinlan at [manager@alhomecare.ie](mailto:manager@alhomecare.ie) or phone Tom Quinlan 087 7440729.
- 27. The carer training ALHomecare provides** includes our in-house training programme, QQI level 5 training for Healthcare Assistants, Dementia training and language training. The carer will have access to this range of training but not necessarily all these training options at the same time. The carer has been informed by ALHomecare that they should seek your approval first before making any changes in the care of your relative based on our training programme.
- 28. The carer support ALHomecare provides** includes our weekly quiz night, weekly meditation and yoga session, monthly carer newsletter, periodic competitions, access to our Support Manager for help and advice, emergency accommodation, follow-on placement when required.
- 29. The family support ALHomecare provides** includes the information on our website, [alhomecare.ie](http://alhomecare.ie), Zoom information sessions for families, our family starter pack, access to our Support Manager, recommendations of professional services (accountants, payroll services, training and legal services, by request) etc.
- 30. If there is a dispute between the family and the carer,** the family agree to follow the ALHomecare dispute resolution process as outlined in the employment contract you sign with the carer.



# Important information about ALHomecare's Training and Support Fees

**Our training and support programme is mandatory and payable for the full duration of the placement.** There are no exceptions to this policy. This programme offers numerous benefits to both the carer and the family and is an important part of the ALHomecare arrangement.

The monthly fee is due on the 1<sup>st</sup> of every month for the duration of the placement. Please make sure you set up a standing order for the monthly fee when the placement starts, as this will ensure payments arrive on time. This is greatly appreciated. By signing the employment contract with one of the ALHomecare carer's, the family/client is confirming that they have carefully read, fully understood and fully accepted these terms and conditions.

We are committed to helping people, and we aim for a fair, professional and constructive relationship with all our clients. Thank you for your co-operation.

# ALHomecare Testimonials

*Our satisfied customers tell their stories.*

**Live-in Care with ALHomecare...Works for my family!**



**Alanna and her son at her dad's birthday celebrations.**

<https://www.irishtimes.com/sponsored/2023/04/04/live-in-care-can-make-all-the-difference/>

“Dad retired at 54 and by the following year we started to notice different things, like that he was getting up at night and walking around, or just being a little confused”

“When all this happened there were lots of options out there for us as a family but no other solution”

“ALHomecare was the only solution for us and I would highly recommend them to others. In fact, I have already recommended ALHomecare to several families going through similar situations.”



Joyce Hanna and her father celebrating his 100<sup>th</sup> Birthday.

<https://www.irishtimes.com/sponsored/2023/02/16/having-peace-of-mind-when-it-comes-to-caring-for-your-parents-in-later-life-is-worth-its-weight-in-gold/>

“ALHomecare was really transformational for us as a family.”

“Danuta gave more than 100% to my father and we so appreciate her, she looked after dad like I would, maybe even better.”

“Our father was happy and secure, the whole thing from beginning to end was win-win, they just had so much fun together.”



**Carmel O'Sullivan**

<https://www.independent.ie/storyplus/we-have-great-confidence-that-our-mother-is-very-well-cared-for-carmel-osullivan-talks-about-how-live-in-care-has-changed-her-familys-life/42272474.html>

*“To me, it’s an excellent alternative to a nursing home.”*

*“The carer comes and they live in, they become like family. This suits Mam, she’s in her own surroundings and she’s as happy as the days are long!”*

*“You get really good quality care for your loved one because the carer is well looked after too and they are exceptionally well trained.”*

*“We have great confidence that our mother is very well cared for.”*



Una Kinane

<https://www.independent.ie/storyplus/we-gave-mam-more-independence-una-kinanes-experience-with-choosing-live-in-care-for-a-loved-one/42383728.html>

*“We felt that we gave mom more independence.”*

*“First of all we knew that mom was going to be able to stay in her own house, in the familiarity and comfort of that.”*

*“Some of that responsibility was lifted off our shoulders, knowing that there was someone responsible, professional and caring in the house whose ultimate job was to make sure that mom was ok. That brought huge peace of mind.”*



Lynda (right), with her dad and her sister Cliona

<https://www.independent.ie/storyplus/my-dads-preference-was-to-stay-at-home-finding-the-right-live-in-carer-made-an-invaluable-difference/42331489.html>

*“My dad’s preference was to stay at home if he could... he said ‘I want to be at home in my own place.’*

*“When the carer moved in, after a little bit of time they built up a really lovely friendship.”*

*“Having the security of someone living in the apartment and the presence at night knowing that my dad was going to be safe”*

*“It gave me peace of mind. I could actually turn my phone on silent at night, whereas I couldn’t before. I felt more relaxed having somebody there.”*





**Mary O'Sullivan**

*“From the moment we reached out to ALHomecare our lives as a family changed for the better and our mother’s care plan changed for the better too.”*

*“Our mother’s primary carer is now a live-in carer. Our mother is very happy. Our carer is a constant and friendly face who is always there. Our only regret is that we did not make the decision to employ a live-in carer sooner.”*

*“She is so well cared for and the consistency of care is very much improved. The live-in carer is alert to our mother’s needs and can be relied upon to communicate clearly with everyone else.”*



**David Furlong**

*“Having a live-in carer from ALHomecare has given my mother great comfort to know that she has someone with her at home all the time, and the anxiety and nervousness associated with being at home alone has largely subsided. It has also allowed her to maintain her independence.”*

*“We were a little hesitant to go down this route as it is a big step, but are very glad we did as first and foremost it has made a great positive difference to our mother's life, which is the important thing.”*

*“From the outset ALHomecare were extremely helpful in arranging interviews with potential carers, and once we had decided on a particular carer were very helpful in navigating through the admin side, e.g. payroll etc. During the 18 months that we have employed our carer, ALHomecare have been really helpful, for example organising cover whilst our carer was on holidays. Highly recommended!”*



**Lisa Sheahan**

*“After researching several care agencies, we heard of Affordable Live-in Homecare and the possibility of having a live-in carer for Mum was very appealing to us. From the beginning, we found Affordable Live-in Homecare staff very helpful, friendly and efficient.”*

*We were very lucky to get our carer (Dionysia) quickly and she has fitted in with our family extremely well. She cares for our Mum with kindness and is always attentive.”*

*“Mum’s health has improved greatly thanks to the care and attention she is receiving from Dionysia. As Dionysia is living in Mum’s house, we have found great comfort in knowing that Mum is not by herself. We would definitely recommend Affordable Live-in Homecare.”*



## GDPR Notice

ALHomecare will treat all personal data you provide as part of this application as confidential and store it securely. When ALHomecare receives your completed application form and any supporting documents, it will make a computer record in your name(s). This record will contain the relevant personal information you or the client have supplied.

This record will be used and retained by ALHomecare for the purpose of processing your application for a live-in carer. ALHomecare may also use the details you have provided to contact you in relation to the application and to provide you with updates during the placement if relevant. ALHomecare will not disclose (share) to other people or organisations, the personal information you have given unless permission has been given by the person to whom the information relates or ALHomecare is required to do so by law.

If you wish to exercise any of your data rights, you can contact us by **email** at [dpo@alhomecare.ie](mailto:dpo@alhomecare.ie) or by **post** to **Data Protection Officer**, ALHomecare, 16 Railway Place, High Street, Cork City or **phone** us on 087 744 0729 and ask for Eileen Corbett.

We will comply with your request in full within 40 days of receipt of your request.

You also have the right to complain to the Data Protection Commission or another supervisory authority. You can contact the Office of the Data Protection Commissioner at:

**Telephone:** +353 (0)761 104 800 or **Lo Call Number** 1890 252 231

**Fax:** +353 57 868 4757

**E-mail:** [info@dataprotection.ie](mailto:info@dataprotection.ie)

**Postal Address:** Data Protection Commission, Canal House,  
Station Road, Portarlington, R32 AP23, Co. Laois.