

Directors Story

At Homecare we are looking to the New Year with great hope and anticipation. We are actively working to make 2008 a period of great and unparalleled change.

Central to the fulfillment of our plans for 2008, is our newly appointed General Manager, Bryan Meldrum. With over twenty years experience in the Healthcare sector, Bryan has the passion and practice needed to transform our well-laid plans into reality.

Our Commercial Managers, Dympna Mackle and Collette McGreevy, will assist and support him in his efforts, ensuring that we continue to both design new services and deliver existing services that exceed the strategic and operational needs of our commissioners.

Additionally the appointment of a dedicated Quality and Support Manager, Lynne McMordie who is experienced in all aspects of our services will be key to our managed growth. We welcome and support all who are new to the team.

Building on our recent success in Ireland, we are expanding our geographical coverage and 2008 will see Homecare transformed into a national organisation.

Family values have always been at the heart of our practice and have proved the key to our continued success. This year we intend to advance these values further by developing welfare networks and increased support for our employees. We believe that a competent and confident workforce, capable of delivering a unique and valuable service, can only be attained and sustained when staff feel trusted and valued. So alongside our well-established values of enthusiasm, integrity and respect, we are adding commitment and granting our staff greater influence and autonomy, and with this an expectation of enhanced accountability.

In preparation for future expansion and to enable clearer lines of communication, 2008 will see us embrace new technology in the form of a comprehensive management information system which will streamline our administration processes.

Alongside this project we are redesigning our operational function. In our experience, the fundamental expectation of our clients is the same as that of our staff and commissioners: namely, the delivery of a consistent service that places quality at the centre of its effort. Our approach in 2008 will focus on our client who will always remain at the centre of the design and delivery of all of our services

As a key aspect of our new design will be the placement of more support at the face of our service delivery, we are confident this will assist us all in meeting both the expectations of our clients and the needs of our care assistants. These exciting new initiatives will transform how we work allowing greater emphasis on team building and continuous learning. Every employee has a responsibility to deliver meaningful care and support and with more assistance in the field combined with our Quality Manager developing a range of specialist training programmes we believe that our staff will be empowered to deliver the very best of care to our clients.

So 2008 will be a year of great learning and development, the beginning of a new era where everyone touched by our service will play a part in our future. But as with all great plans, no single individual can make this happen. We all need to work together as a team, with everyone offering ideas and participating in the process of change. We would welcome anyone who would like to contribute to this process either by offering your views in email or letter or by becoming involved in either the quality or training focus groups. By doing so, you can influence decisions and have a real and powerful voice within Homecare. The key to our success lies in your participation, so join us in this exciting journey and let us hear your views.

Mairead & Gerald Mackle

Directors - Homecare

