

Features and benefits of Dovidá's private care services



Dovidá is Ireland's largest provider of private home care services. We have been in operation in Ireland since 2005, and we have earned a reputation for delivering excellence in home care to all our clients.

We provide relationship-based home care services to people of all ages, including children. We help our clients to live happy, healthy and independent lives at home. Our mission is to support, empower and uplift our clients by putting them at the centre of everything we do.

Four core strengths support us in our mission, setting us apart from other care providers.

1. Excellence in service delivery

- Relationship-based care - a truly person-centred approach
- 4,000-strong network of highly skilled caregivers and office support staff
- Care management structure and support

2. Flexibility and support all the way

- We deliver care how you want it - when you want it...
- Care management plan based on our home care pathway
 - Initial care consultations are 'no-obligation' and completely free

4. Quality and values

- Each office is ISO certified at local and national level
- Approved provider of HSE Home Support Services in every county
- Our values are infused in everything we do - **we'll help you live Your Life, Your Way**

3. Circle of Care philosophy

- We create synergies between the individual, their families, their social circle, our caregivers, our care managers, and the broader healthcare community, always keeping the client at the centre of it all.
- We are networked with a range of partners within the community and are the trusted voice of home care in the sector.

**We support,
empower and
uplift our clients
every day**

We provide a wide range of private home care services, Live-in and Hosted Care, and specialist services such as Dementia Care and Disability Support. See dovida.ie or call **1800 911 855** to learn more.



DovidáTM
Your Life, Your Way

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The features of our services have benefits which deliver a real impact on the standard of care that our clients receive, to truly support, empower and uplift their families all over Ireland. Here's a comprehensive list of them.

Feature	Benefit	Impact
Flexible Services	Clients can change service offerings as their requirements changes	For instance, clients can move from a high dependency 24-7 service to a lower dependency Live-in Care service, or vice-versa, as their needs change
Robust Care Management Process	Dovida uses Client Journals, detailed activity notes and family feedback to enhance care plans	Our system provides for accountability in your care delivery
Supervised by Care Manager/Nurse	Nurse care planning and caregiver mentoring ensures delivery of high quality care, better care outcomes and reduced carer fatigue	Risks are managed, and as your care needs change over time, our care services can be adapted to help maintain independence at home for longer
Networked Locally	Dovida is part of the local health care team and involved in the information flow amongst multi-disciplinary teams	Accurate, relevant information flow between your health care professionals yields better health care outcomes
Home Care Professionals Academy	Dovida's unique Academy provides up-to-date and relevant training to support all staff in their roles. It also enables Dovida to monitor, record and audit completed training	Highly motivated, highly trained workforce, providing safe care in the home, bespoke to you
Dementia Training for Carers	City & Guilds-accredited training is available to Dovida staff	Our Caregivers can assist your loved one living with dementia, helping to reduce challenging behaviours and improving quality of life
Relationship-Based Care	Outcomes-based home care. The hallmark of Dovida and its excellence in care services	Your loved one will enjoy an improved quality of life, resulting from goal-focused care plans

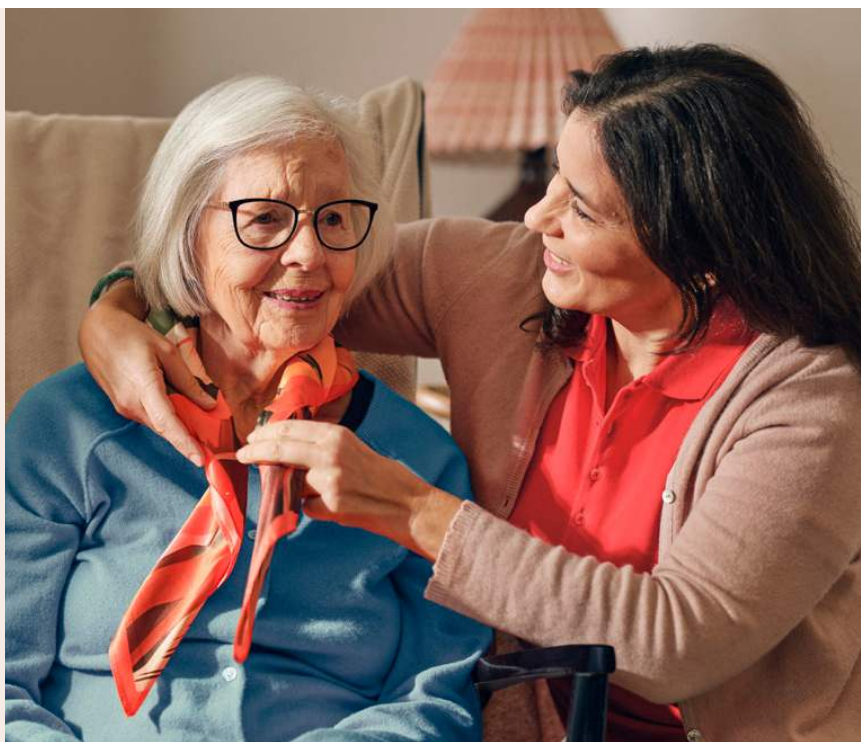


“Dovida has changed what was once a struggle every day for us, with smiling faces, cheerful attitudes and enormous help”.

Client family member

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Feature	Benefit	Impact
Extensive Scope of Service, Including Companionship, Respite Care, Light Housekeeping, and Medication Reminders	Dovidá provides a wider range of services than those provided through HSE Home Support Services	We can offer you other options in care services
On-Call Service for Clients	Dovidá has a support team in place to arrange an alternative caregiver who can provide your service if the need arises	You won't get left without care, and have to provide the care yourself
Digital Care Systems	Dovidá Caregivers have access to digital rosters and care plans	Better information flow between you and your caregivers. More accurate rostering and better matching
Strong Local Leadership	Talented office leadership with experience and understanding in delivering the best care service. Ability to problem-solve and deliver in challenging situations	Ageing can be unpredictable and issues can be better navigated with a motivated, competent team supporting you
Global Scale	Local offices are supported by a National Office which is linked to a global Dovidá network	Dovidá is the standard-bearer in home care worldwide, nationally and locally
Positive Ageing Advocate	Dovidá develops and shares knowledge and advice on ageing issues, such as multi-generational living, living with dementia, arthritis, osteoporosis and disability	This drives change in society, empowering more people just like your loved one to live independently in their own homes



“My 99-year-old mother was carefully matched with two wonderful women. They are caring and kind and she likes them very much”.

Client family member

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Garda-Vetted and Reference Checked	All Dovidá Caregivers are fully vetted and reference checked, which means only the best staff are employed	If you hire directly, you do not know who you are letting in through the front door to care for a vulnerable person
Insured	In the unlikely event of damages occurring, these are covered by Dovidá	No unforeseen costs when hiring Dovidá Caregivers
HSE-Approved Provider of Home Support Services	The same care team can deliver both HSE hours and private home care hours	Improved consistency of care, better relations with your care staff, better management of your care plan
Independently Audited Service	Internal and external audit procedures to maintain a high standard of care	Oversight of local leadership from the National Office. Continuous improvement model in place
National Network	Dovidá provides services across the country. Wherever you live, we have a local office which can deliver your care	County-level presence provides access to and accountability from those who provide your care
Employed Caregiver	All taxes and statutory entitlements are managed by Dovidá	You'll face no risk from Revenue, while your caregivers get appropriate time off
Values-Based Mission	Our mission is to support, empower and uplift people by putting them at the centre of everything we do	Our brand promise: Your Life, Your Way



“Dovidá has been most helpful in providing Live-in Care for my brother. Their Caregivers are all I could ask for: well-trained, friendly, and enthusiastic for his welfare.”

Client family member