



**Windmill**  
Homecare



*Bringing Care to Your Home*

## About Windmill Home Care

Windmill Healthcare have been providing award – winning residential care for 16 years and now we are extending our expertise into home care. We appreciate that every service user has different support needs, so our caring and experienced nurse-led home support team ensures that each service user receives home support designed to their individual needs allowing them to live life their own way..

We are dedicated to delivering exceptional supports to our service users and their families in their own homes. We believe that these supports can make all the difference, to ensure that you or your loved one, can continue to live safely and comfortably in your own home.

We appreciate that every service user has unique support needs, so our caring and experienced nurse-led team ensures that each service user and their family receives superior support to lead a dignified and independent lifestyle in the familiarity of their own home.

In-Home

care



# Person-Centered Home Care Package

## Step 1

Call us to arrange a meeting with our Client Care Coordinator who will discuss your options and preferences for homecare and how we can best support you.

## Step 2

We will arrange to meet you. Together we will create a personalised care plan designed to support you and your needs.

## Step 3

Following approval of your care plan, we will match the best support worker for your needs. Personalities, interests and services required are part of this process.

## Step 4

We will introduce you to your home support worker prior to your service commencing. Our Client Care Coordinator will check in regularly with you to ensure you are happy with the service.




# Care Philosophy

## Our Core Values

-  **Personal Commitment**  
To always keep our promise, be available, accessible, and professional.
-  **Integrity**  
To be loyal, trustworthy and respectful.
-  **Empowerment**  
To provide our Clients with the opportunities to make their own choices and to ensure flexibility in decision making.
-  **Compassion**  
To treat our Clients, Carers and colleagues with kindness, empathy, sincerity and reassurance.
-  **Exceeding Expectations**  
To always go the “extra mile” by providing an innovative, high standard of service with attention to detail at all times.
-  **Open & Honest Communication**  
To be good listeners and to communicate honestly in a sincere, open and warm manner.





*"Our homecare team provide beneficial connections and activities that support your physical and cognitive health.*

*Your care will be adapted for your needs and wishes."*

## **Windmill Homecare Services:**

### **Home Supports with Personal Care Services**

Whether you are living with an illness, or simply require assistance to continue to live independently in your own home, our dedicated homecare support team can help you to continue with your regular daily activities. We provide dependable and caring home support workers who can carry out personal care and light household tasks. This support helps you or your loved one to stay living freely in your own home. Where possible we promote self-care by prompting, guiding and when needed giving caring assistance.

### **Alzheimer's and Dementia Homecare Services**

Our homecare support team have a great understanding of health, mobility and safety that can accompany the changes in both memory and cognitive function related with Alzheimer's and Dementia. Our experienced home support team will provide direction with compassion and kindness, while working with you and your loved one to improve mobility, safety and quality of life. Alzheimer's and Dementia not only affects you it affects the whole family. Managing progressive conditions requires endless amounts of patience and compassion. Homecare support provides personalised care for you and your loved one, which gives you peace of mind.



### **Post - Hospital Homecare Support**

After any hospital stay you may require extra support to help you get back to living independently in your home. Our home support team helps you on the road to recovery, safely in the comfort of your own home. Our home support team provide supports designed exclusively for your recuperation.

Some clients will only need help for a short time after returning home, while others will need long term ongoing support. Our home support team will make sure you are well supported and our nurse led team will provide clinical care when needed and if there are any instructions that have been asked to be followed while you are recovering our homecare team will assist you.

### **Companionship Care**

We believe companionship supports emotional and mental well-being. Making connections through conversations forms friendships and alleviates loneliness. A member of our homecare team can accompany you on outings, appointments and can help with preparing a meal.

Homecare companionship can safeguard your physical and mental health and any other services can be offered by the appropriate home support team.



## Tax Relief

You can claim tax relief on the cost of hiring a home support worker if you employ one for yourself or for a family member. You can claim tax relief on these costs based on your relevant tax bracket 20% or 40%.

This can be claimed by filling out the HK1 form "Claim for an Allowance for Employing a Carer". This tax relief can be claimed either monthly through you pay or at the end of each year. Remember that any member of your family may be able to avail of tax relief at the highest bracket, which may reduce your home care costs by as much as 40%.

For further information please contact your local Homecare Office and our Client Coordinators will be happy to assist you.

"Providing person-centered,  
high quality care in your community"



**Windmill**  
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Market House,  
Churchtown,  
Mallow, Co. Cork.  
P51 NH6X

Phone: 022-59260

Number 17,  
Abbot Close  
Retirement Village,  
Askeaton,  
Co. Limerick

Phone: 061-975100

Main Street,  
Ferbane,  
Co. Offaly.

Phone: 090-6416102

Email: [homecare@windmillgroup.ie](mailto:homecare@windmillgroup.ie)

[www.windmillhomecare.ie](http://www.windmillhomecare.ie)