

Hibernia Home Care Newsletter

Hello all,

Over the last few months, Hibernia Home Care Group made meaningful progress in strengthening our culture, supporting our teams, and investing in the communities we serve.

We began October '25 by relocating our head office from Finglas to Blanchardstown Corporate Park—creating the space we need for a growing team and expanded training—and proudly hosted our first induction class in the new office on 14 October.









Connection remained a priority through initiatives like the Golf Society event and coffee catch-ups in Naas with carers across Dublin South, Kildare and Wicklow.



We also continued to listen and respond to staff feedback. The birthday gift option through Care Friends Points replaced posted cards, and our Christmas celebration took a more inclusive approach through a company-wide raffle with 23 winners—an approach many carers told us worked better than a city-centre party during a busy season.

In December '25, we conducted a Carer Pulse Survey, and I want to thank the 42 carers who took time to share their experiences. The feedback was honest—and that honesty is valuable. To truly transform home care, for good, we must take ownership of the daily challenges our team members face. The feedback highlighted clear opportunities to improve how we communicate schedule updates and optimise travel time between visits.

We are responding with proactive action. In the coming months, we are launching Carer Area Forums to foster regular, direct dialogue across every region. By working together to refine our scheduling and empowering our carers to help shape these solutions, we ensure they can focus entirely on what matters most: providing exceptional, unwavering care to our clients.

On training and development, I'm delighted to welcome Frances Finn to the team as Learning & Development Nurse Manager in a newly created role, as part of our commitment to continuous quality improvement.



Frances will oversee the roll-out of our enhanced induction programme to ensure new carers are properly supported from day one, as well as working with us to advance professional development opportunities for all members of the team. This is a direct investment in an area carers told us matters.

We enhanced our wellbeing offering by replacing the Irish Life health benefit with the upgraded Health Hero service for all staff and eligible family members.

HEALTH HERO



Our Academy for Care continued to welcome new trainees and celebrate QQI Level 5 graduates this quarter, with thanks to Orla for outstanding training support.

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Finally, we launched the Hibernia Community Support Fund—€1,000 awarded twice yearly—and were delighted to support our first recipient, Women's Shed Clonee, nominated by Kelly Binaj.

What's coming up in 2026?

We are proud to continue providing fully supported QQI training. We believe a genuine passion for companionship and support should never be side lined by the cost of education.

By removing these financial barriers, we are empowering passionate people to become carers—welcoming dedicated individuals into the home care community who otherwise might not have been able to join us.

We are meeting with the Women's Shed Clonee on the 24th of March at their Craft Night to present the winners cheque and meet with some of the wonderful women who make this community group possible

We are delighted to be taking part in the Darkness into Light Charity Walk in May '26 to show our support to those members of our communities who are relying on the services offered by Pieta House.

Thank you to our incredible staff, clients, and community for your continued support. Together, we look forward to making a meaningful difference in the months ahead!