

servisource
since 2000



Winter Planning

2025/26

A Role to Play at Every Stage

Table of Contents

- 
- 03 Birth & Early Years
 - 04 Childhood & Development
 - 05 Education & Student Life
 - 06 Adulthood & Working Life
 - 07 Injuries & Healthcare Support
 - 08 Later Life & Aging
 - 09 End of Life Care
 - 11 Meet the Teams & Business Cases

A Role to Play at Every Stage!

As we enter the 2025 winter season, Servisource proudly **celebrates 25 years in business**, a milestone that reflects our unwavering commitment to supporting the Irish healthcare system. For a quarter of a century, we have been there at every stage, partnering with the HSE and healthcare providers nationwide to ensure that safe, continuous care is delivered when it is needed most.

Our Winter Plan highlights this message of **‘A Role to Play at Every Stage’** of the patient journey, from birth to end of life. With comprehensive resources across all divisions, we continue to provide essential support helping alleviate pressure on healthcare facilities while maintaining patient safety and continuity of care during peak demand.

Guided by our Value Proposition **‘The Right People with the Right Skills and Knowledge in the Right Place’**, we remain agile and responsive, tailoring our staffing solutions to meet evolving needs. This year, we also share business cases that showcase our partnership in delivering scalable, innovative solutions to meet the system’s most pressing needs.

For 25 years, Servisource has stood as a trusted partner, and as we look ahead, our commitment remains the same:

‘Servisource, Right When You Need Us’.

“

We’re not just providing services; we’re supporting the healthcare journey every step of the way.

”

DECLAN MURPHY
Servisource CEO





Birth & Early Years

From day one, we care for your patients and their families, ensuring a smooth transition home with tailored care solutions.



Servisource Midwifery & Nursing

We support families from the very start, providing **specialist nurses** and **midwives** to ensure the health of newborns and their mothers. Our care continues after discharge, should critical care be required.



For vulnerable babies, our Myhomecare team offers **24/7 support**, ensuring the highest standards of care during critical stages.

Childhood & Development

Ensuring that children receive the support they need during formative years, with personalised assessments and dedicated resources.



Autism Assessment Centre

As children grow, we are here to provide **diagnostic** and **developmental** assessments. Our team provides families with clear recommendations and **guidance** for the next steps in their journey.



Education & Working Life

From the **classroom** to the **workplace**, we support success in learning and working life through tailored education support and proactive occupational care that promotes health and well-being.

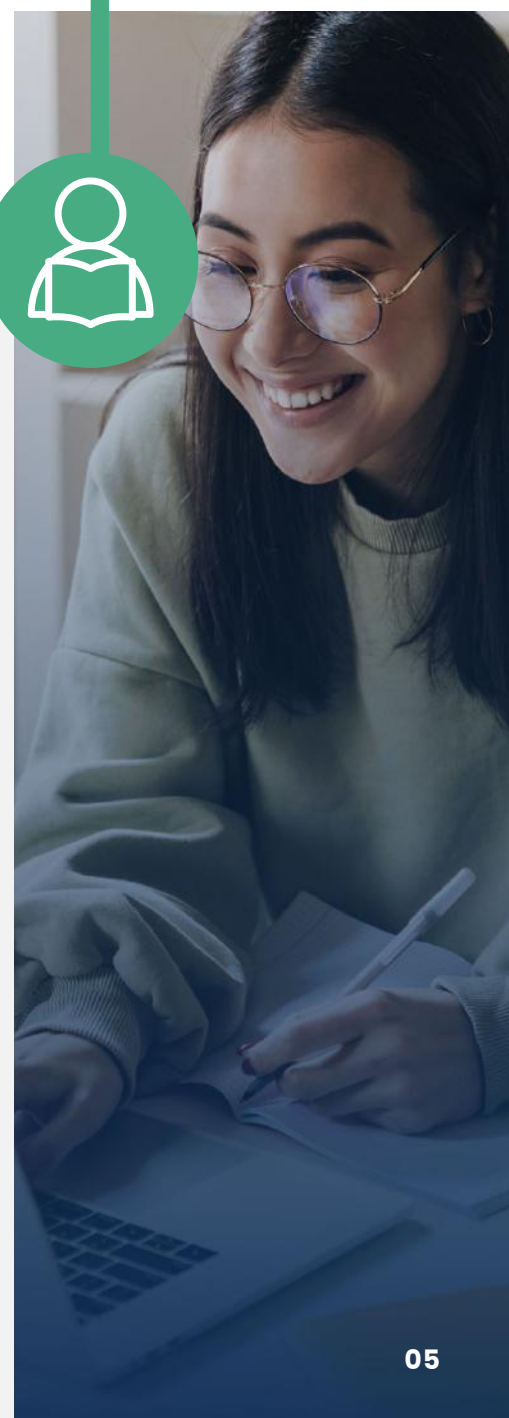


Education Support

Our educational support staff, including personal assistants and note-takers, **assist students** with disabilities throughout Ireland's colleges and universities.

Occupational Health

Servisource's Occupational Health services provide screenings, wellness programs, and mental health support to **keep employees healthy** and prevent future health problems.





Personal Development

We support individuals to **grow their skills, advance their careers,** and achieve professional goals through accredited training and continuous learning opportunities.

CPL Institute

CPL Institute provides **accredited training** across healthcare and related sectors, offering QQI, PHECC, and IOSH accreditation, and partnering with UCD Professional Academy to help professionals build skills, advance careers, and support continuous growth.

Some of the trainings include:

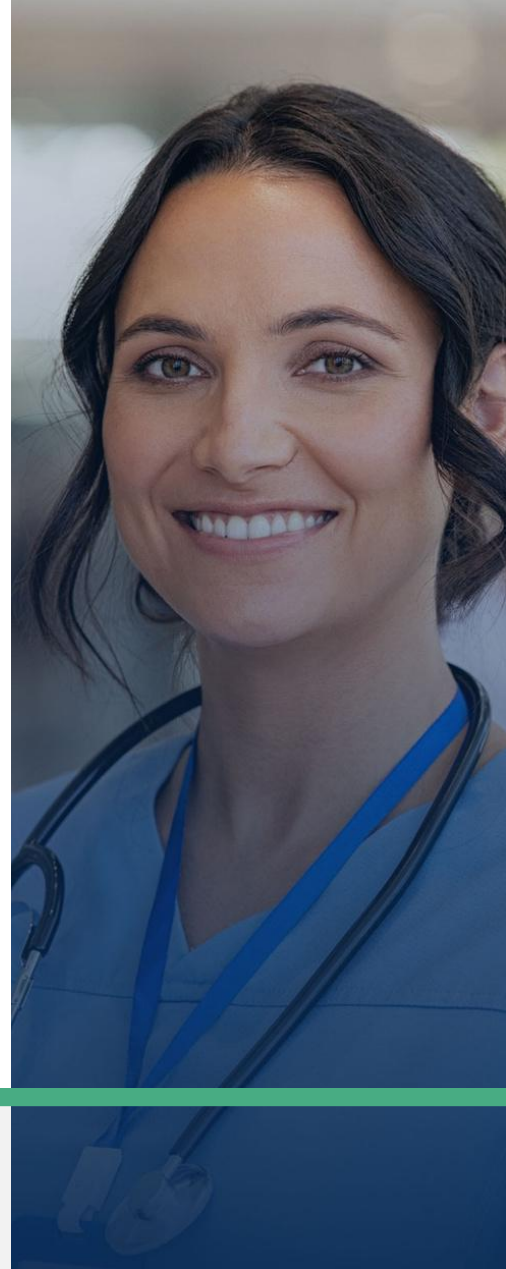
- Infection Prevention & Control
- Clinical Skills Refresher
- First Aid & CPR
- Patient Handling
- Medication Administration
- Dementia & Palliative Care
- Health & Safety in Healthcare
- Mental Health Awareness





Injuries & Healthcare Support

Supporting hospitals across Ireland by providing essential healthcare staff during peak times and ensuring continuity of care.



Administrative Support

Servisource Business Support and Clerical division provides Clerical Officers (Grade III-VI), Personal Assistants & General Admin staff on a **temporary**, **permanent**, or **fixed term** basis for the last 20 years to the HSE nationwide.

Healthcare Staffing

Servisource supplies hospitals with **temporary and permanent healthcare** staff across roles including doctors, nurses, clerical workers, healthcare assistants, health and social care professionals and support staff.

DID YOU KNOW?

Servisource is an **official HSE Approved Supplier** as a **Tier 2 provider** of short-term temporary and locum placements for the health sector in Ireland. Supporting the HSE across all **6 Health Regions**.

Later Life & Aging

Providing peace of mind to elderly individuals and their families, our combination of technology and care delivers a compassionate, comprehensive homecare solution.



myhomecare.ie
®Servisource



Partnership with  Isaac Care

As individuals age, we offer bespoke home care packages nationwide, supported by **Isaac Care's AgeWell** platform's intelligent health technology, ensuring independence, safety, comfort, and peace of mind.

Rapid Response Teams:

Our JCI-accredited Myhomecare teams work nationwide, facilitating hospital discharges and immediate care at home.

End of Life Care

Offering expert, compassionate care when it is needed most, allowing individuals to be cared for at home during the most sensitive time.



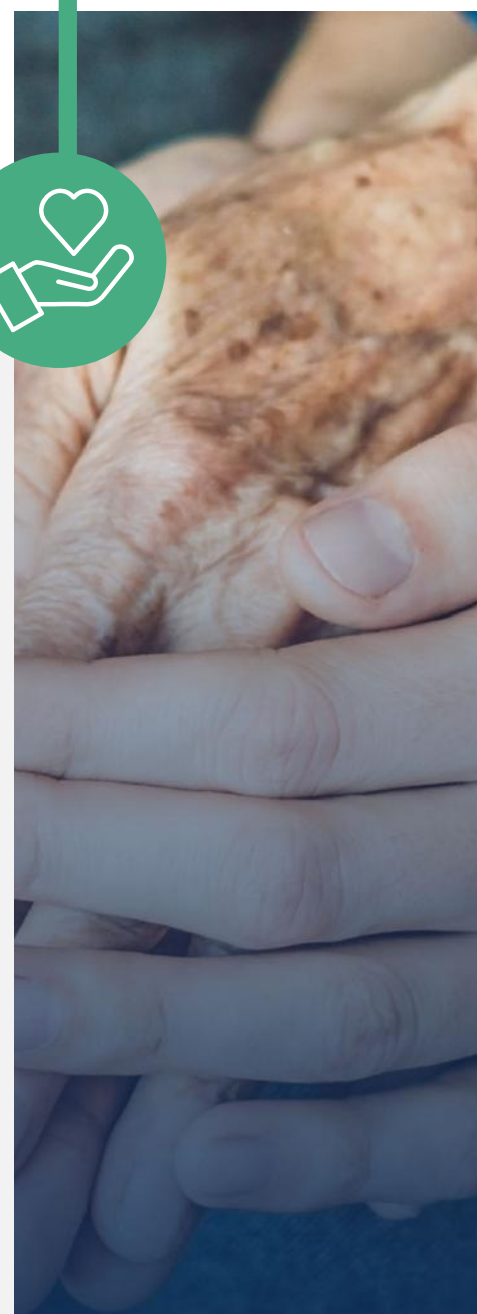
myhomecare.ie
® Servisource



At the end of life, our **compassionate nurses and caregivers** provide essential support, ensuring dignity, comfort, and quality care for patients and their families.

DID YOU KNOW?

Myhomecare is recognised by the **HSE** as a **preferred supplier** of home care and home nursing services. Supporting the HSE across **all 6 Health Regions**.



A Role to Play at Every Stage

Servisource, Right When You Need Us!

Servisource's Winter Plan ensures that the **right people**, with the **right skills and knowledge**, are in the **right place** to support the HSE in delivering safe, continuous care during peak demands.

Celebrating 25 years of service, Servisource has played a role at every stage of the patient journey, from birth to end of life. Our comprehensive resources and expertise across all divisions help alleviate strain, ensuring patient safety and continuity of care throughout the critical winter months and beyond.



RECRUITMENT TEAM



Aideen Fahy

Executive Director
of Recruitment

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Healthcare Perm

For 2025, our team **will fast-track** and **scale recruitment** of Healthcare Assistants, Nurses, and Allied Healthcare Professionals, both domestically and internationally, tailored to your staffing needs. In 2024, we assisted over **523 healthcare professionals** in securing roles, with a 1 in 3 candidate conversion from interview to offer.

Leveraging our global network across **the UK, India, and the UAE**, we deliver top-tier, fully compliant talent efficiently, helping healthcare providers meet critical workforce demands through the winter and beyond.



Aileen McCann

Healthcare Perm
Associate Director

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BUSINESS CASE:

Kerry University Hospital

Kerry University Hospital faced ongoing nurse shortages, which increased vacancies resulting in heavier workloads and risks to service continuity.

IMPACT:

- Successfully filled key permanent roles, reducing vacancy rates.
- Strengthened workforce stability and service continuity.
- Improved staff morale and reduced reliance on temporary staffing solutions.
- Ensured smoother patient care delivery through consistent staffing levels.

VALUE

Long-term trusted partner to Kerry University Hospital and the wider HSE, delivering quality candidates, flexible solutions, and measurable impact on care.

Healthcare Temp

We specialise in sourcing agency **Nurses, Health & Social Care Professionals**, and **Support Staff** for **temporary placements**.

We promptly deliver reliable staffing solutions, maintaining a **95% shift fill rate** with 1300+ temporary workers, providing 365 days a year coverage, and guaranteeing a **1-hour response time** to meet your unique needs while ensuring seamless continuity of care during peak periods.



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BUSINESS CASE:

Regional Hospital Mullingar

Regional Hospital Mullingar faced HCA staffing challenges, with absenteeism, seasonal demand, and rising intake straining staff and risking care disruption.

IMPACT:

- Supplied high volumes of qualified HCAs for urgent needs
- Reduced pressure on existing permanent staff, supporting morale and retention
- Maintained seamless patient care delivery through continuity of service.
- Ensured smoother patient care delivery through consistent staffing levels.

VALUE

Trusted Tier 2 HSE supplier delivering flexible staffing, rapid HCA mobilisation, and resilient workforce solutions that protect staff wellbeing and patient outcomes.

RECRUITMENT TEAM

Business Support & Clerical Temp

Our Winter Plan Business Support Desk provides fast, flexible, and reliable **clerical officers** and **administrative staff** to meet your operational needs.

Currently, we have **over 180 temporary staff** deployed nationwide, with a broader talent pool ready to scale as required, delivering tens of thousands of hours of support per month and capable of meeting increasing demand throughout the winter months



Lisa Kinsella

Client Services
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BUSINESS CASE:

Clerical Support for HSE Mobile Vaccination Unit

Winter flu and cold vaccination campaigns created significant administrative pressure, with teams managing appointment scheduling, patient registration, consent forms, and data entry—all of which placed added strain on already stretched resources.

IMPACT:

- **Improved Efficiency:** more patients seen reduced wait times
- **Operational Continuity:** smooth patient flow
- **Data Accuracy:** reliable reporting for HSE
- **Better Patient Experience:** clear communication & efficient process

VALUE

Scalable, cost-effective support that eased admin pressure, improved efficiency, and safeguarded continuity of care during peak demand.

Outsource Solutions

Outsource Solutions specialises in recruitment and outsourcing solutions (MSP, RPO, & BPO) that enhance operational efficiency. We help organisations focus on core activities by providing cost-effective access to specialised talent and operational flexibility.

Our tailored solutions and advanced recruitment technology streamline hiring, enabling you to secure top talent quickly. Partner with us to **prioritise growth** and **maintain a competitive edge**.



Leanne McCabe

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BUSINESS CASE:

As a trusted outsourcing partner to CORU, HIQA and the HSE we provide resilient, scalable workforce and process solutions to Health & Social Care organisations throughout Ireland. Delivering specialist outsourced teams to manage large-scale recruitment and compliance programmes. Stabilising operations through flexible staffing, workflow management, and bespoke digital solutions.

IMPACT:

- Delivered modern, user-friendly recruitment processes for 1,000's of applicants.
- Streamlined candidate support, cutting applicant queries by over 70%.
- Designed 100s of digital forms with built-in logic, ensuring zero data errors.
- Enhanced service delivery through automation, innovation, and compliance.
- Reduced operational strain, allowing teams to focus on strategic priorities.

VALUE

A modernised recruitment process delivered efficiency gains, improved satisfaction, and long-term partnerships, positioning Outsource Solutions as a strategic public sector enabler.

Assisted Admissions

Allied Admissions operate a **specialised patient transport service** which include involuntary and voluntary transfers in compliance with the mental health act 2001. The team is Psychiatric Nurse Led and is made up of highly skilled Clinical and Healthcare professionals. All team members are approved as authorised persons by the Clinical Director of each approved centre and are specially trained in assisted admissions.



Marguerite Murphy

Assisted Admissions
Executive Director

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Occupational Health

Servisource Occupational Health streamlines pre-employment screenings for HSE healthcare professionals and provides health programs, checks, and wellness support.

Our Check Your Candidate service ensures informed hiring. Services on offer include:

- ✓ Pre-Employment Screening
- ✓ Occupational Medicals
- ✓ Health Screening programmes
- ✓ Corporate wellness & workplace wellbeing



Leanne Sheridan

Occupational
Health Lead

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Myhomecare

Myhomecare, **Ireland's only JCI Accredited** homecare agency in quality and patient safety, offers comprehensive homecare services, emphasizing Home First, rapid post-hospital care, and advanced technology for remote care management, all while adhering to strict infection control measures.



Deirdre Doyle

Myhomecare
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BUSINESS CASE:

From Reluctance to Acceptance: Supporting Complex Care Needs at Home

Patient, 52 years old, with spina bifida, reduced mobility, and a cardiac history, has experienced prolonged hospital stays and multiple pressure sores. They have a history of VRE/MRSA and live alone, initially showing reluctance to accept a care package.

IMPACT:

- **Improved health:** reduced infection risk, fewer re admissions.
- **Empowered:** Confidence, self-advocated extra support.
- **Independence:** Remained safely at home.
- **Wellbeing:** reduced isolation, improved emotional health.
- **System:** Prevented unnecessary hospital re admissions.

VALUE

Safer recovery, greater independence, and improved quality of life for clients, while supporting compliant practice, upskilled staff, and stronger HSE reputation for the business.

Isaac Care

Isaac Care's AgeWell, a **next-generation health and wellbeing platform**, offers 24/7 support by combining advanced technology with remote health insights and data-driven decision making for enhanced community care. Our vision is to **transform community care** through intelligent, preventative health solutions that enable safe, independent living and peace of mind for caregivers.



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BUSINESS CASE:

Keeping Older People Safe and Independent at home with Isaac Assistive Technology

The HSE highlights winter pressures on acute services, driven by falls and preventable admissions among older adults. Many live alone, with families lacking real-time reassurance, and traditional fall alarms fail to provide mobility, visibility, or proactive health monitoring, leaving gaps in safety and independence.

IMPACT:

- Early alerts and health monitoring helped clinicians prevent crises.
- Clients stayed at home longer, easing pressure on hospitals and residential care.
- 24/7 visibility via the Isaac Circle of Care App built trust and reduced anxiety.
- HSE and community rollouts showed strong adoption and positive feedback from clients and families.

VALUE

Scalable, cost-effective, and proven, Isaac supports more people in the community, promotes independence and safety, aligns with HSE strategy, and delivers measurable results.

CPL Institute

The CPL Institute (previously Nifast since 1987) is your trusted partner in **comprehensive training and consultancy services**. At the CPL Institute we specialise in delivering high-quality accredited healthcare training, professional development, health and safety training, eLearning solutions and driver training to empower individuals and organisations for success.



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Associate Director

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BUSINESS CASE:

Accredited in-person QQI Healthcare Training

One of our clients identified challenges in recruiting qualified staff prepared for the demands of healthcare roles. Many candidates who completed online QQI healthcare modules with recorded content, lacked sufficient practical understanding, and often required additional training and closer supervision on recruitment. The reintroduction of in-person QQI training generated clear and measurable outcomes.

IMPACT:

- **Improved Knowledge Retention:** Interactive, practical learning helped participants absorb and apply material effectively.
- **Greater Confidence:** Staff felt more assured in patient care and health and safety.
- **Enhanced Engagement:** Tutor interaction and peer collaboration boosted motivation and participation.
- **Workforce Capability:** A more skilled, motivated workforce improved service delivery standards.

VALUE

The training safeguarded compliance, enhanced care quality, developed and retained staff, improved efficiency, and strengthened the homecare company's reputation and trust.



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