



Winter Planning

2024/25

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Message from the CEO

A role to play at every stage

Servisource, right when you need us!

As we enter the 2024 winter season, Servisource is committed to supporting the Irish healthcare system through our annual **Winter Plan**. With nearly two decades of collaboration with the HSE, we have become a **vital extension of healthcare services**, ensuring that the right people with the right skills and knowledge are in place to deliver safe, continuous care when it's needed most.

Our Winter Plan highlights **'A Role to Play at Every Stage'** of the patient journey, from birth to end of life. With comprehensive resources across all divisions, we provide **essential support at each stage**, 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, offering tailored staffing solutions that ensure seamless care delivery. Servisource is proud to be a trusted partner, standing by our commitment:

'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.

Myhomecare myhomecare.ie ® Servisource

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 **developmental assessments**, including autism diagnosis and support. Our team helps families access services and gain a deeper understanding of their child's needs.



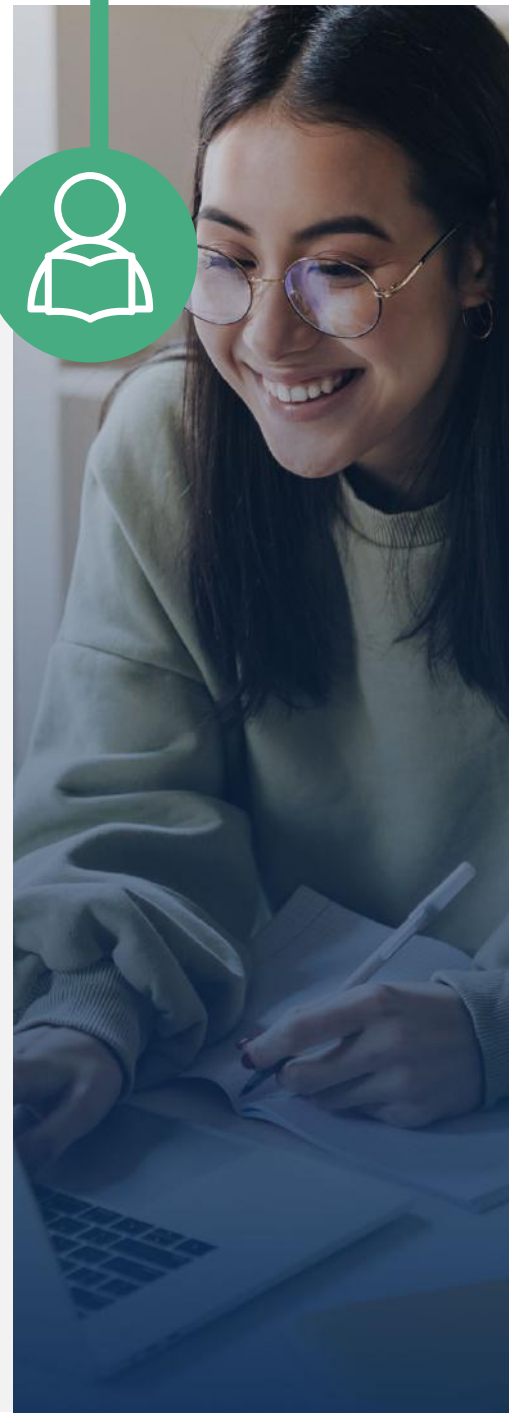
Education & Student Life

We help students achieve academic success, ensuring that those with additional needs are empowered with the right support through Education Support.



Education Support Division

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





Adulthood & Working Life

Proactively caring for employee health, promoting well-being, and offering continuous support for employers to maintain a healthy workforce.

Occupational Health

During working life, Servisource's Occupational Health services provide screenings, wellness programs, and mental health support, **helping employees** stay healthy and preventing future health problems.

Check Your Candidate:

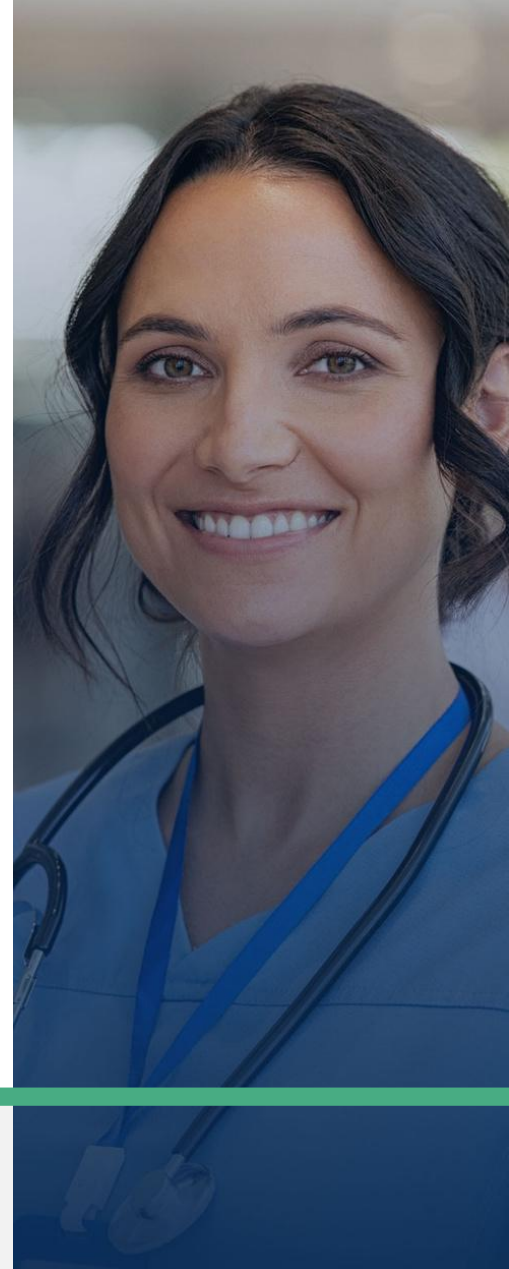
Streamlining recruitment processes, ensuring candidates with **the right skills** are matched with roles that suit them.





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, as well as customised outsourced solutions.

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 myhomecare.ie © Servisource

Partnership with Isaac Care 

As individuals age, we offer **bespoke** homecare packages **nationwide**, supported by Isaac Care's revolutionary **assistive 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 myhomecare.ie
® Servisource

At the end of life, our **compassionate 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.

With a **role to play 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.



servisource | 

The Recruitment Team



Aideen Fahy

Director of Recruitment
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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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Healthcare Perm

In 2024, Servisource's Permanent Healthcare Division successfully relocated approximately 300 **nurses and midwives** to both the **public and private sectors** across Ireland, with a conversion rate of **1 in 3 candidates** from interview to offer. The process typically takes **12-16 weeks** from the offer stage to relocating an International Nurses/AHP into Ireland.

The Recruitment Team

Business Support & Clerical Temp

Our Business Support & Clerical Temp team specialises in comprehensive staffing solutions, offering **temporary, permanent, or contract positions**, providing Clerical, Medical Secretary, and Admin staff across all HSE facilities.

With 20+ years of experience, we understand the critical need for seamless business continuity during peak demand periods. We specialise in providing **fast, flexible**, and **reliable** clerical staff at short notice.

We place **3,000** hours per week with **160** active temps and maintain a database of **1.5 million** CVs. To eliminate the risk for the HSE we provide a **no placement, no fee** policy.



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Servisource Outsourced Solutions

Servisource Outsourced 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**.

The Care and Support Team

Assisted Admissions

The Allied Admissions Team provides a **specialised mental health patient transport service** across Ireland on behalf of the **HSE**. This service allows for the transfer to or return of a person to an approved centre in accordance with section 13 and section 27, of the Mental Health Act, 2001. Our team are vetted by the HSE and fully qualified in the safe transfer of mental health patients.



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Myhomecare

Myhomecare, Ireland's **top JCI Accredited homecare** agency, 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 and providing PPE.

Isaac Care

Isaac Care, an **assistive technology** solution, offers **24/7 support**, combining advanced tech with remote health monitoring and data-driven decision-making for enhanced community care. Our vision is to **enhance community care** using assistive technology, enabling safe, independent living and peace of mind for caregivers.



Denis Weir

Isaac Care
Senior Manager

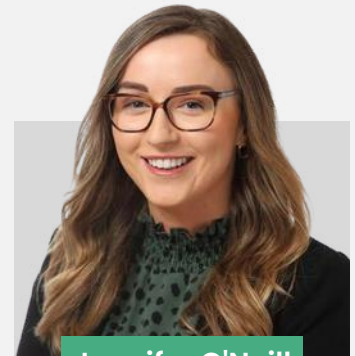
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The Care and Support Team

Autism Assessment

Autism Assessment Centre Ireland was established to provide families across Ireland the opportunity to have a professional assessment of needs in a **comfortable and welcoming setting**. Our dedicated and specialised multi-disciplinary team has over **30 years of experience** in the field and will help provide clear, compassionate advice alongside a full HSE-standard assessment report. We offer a person-centered, evidence-based assessment for children aged 3 to 17.



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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 ✓



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rightwhenyoneedus.ie