



Provincial Care Services Agency Limited

# Best Home Care Agency 2018

**Aiming to provide dignified, bespoke care services to service users in their own homes, Provincial Care Services Agency Limited has been working alongside service users throughout South Eastern, Belfast & Southern Trust areas for over 25 years. As part of our overview of a selection of winners from this year's Northern Ireland Business Awards we profile the firm to find out more.**

Established in 1993 by Imelda McGrady and Monica Byrne, Provincial Care was developed in response to the People First document, which advocated that those in need of care, could be cared for in their own homes if and for as long as they wished.

Since the beginning, the firm has been dedicated to providing Domiciliary Care province wide to enable people to live independently in the community for as long as they are able to and wish to do so.

As a family-run business, every member of the team is committed to achieving this aim and supporting their clients and team members. Communication is key, in particular in building and maintaining strong relationships with all stake holders to ensure safe and effective delivery of service. Management within the company are not shy to participate in hands on service delivery when required, and as such they lead from the front and encourage

team members to embrace their mission and values.

Looking to the future, whilst Brexit and other ongoing developments offer challenges for firms such as Provincial Care, the firm is optimistic that it can continue to flourish and provide its clients with the same exceptional level of support and service that they have come to rely on. After all, the end of free movement between the UK and EU, known as the common travel area, would not guarantee the mutual recognition of professionals which currently exists for medical and nursing personnel, and as such poses recruitment issues for Provincial Care and other care providers.

Whilst the withdrawal agreement made last year does address some issues on workers' rights these are not binding commitments until a final deal is signed by all sides. Until this time, Provincial Care remains focused on providing the same strong standard of care to its clients and is set to adapt around any developments to ensure its ongoing success.



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