



Codladh Sámh

*You Love : We Care*

## Communicating with Codladh Sámh

The following means are available to communicate with Codladh Sámh:

### 1. NurseBuddy

- To sign in to client visit upon arrival
- To sign out of client visit when leaving
- To report to the Care Manager
- To record duties carried out during client visit
  - Pinned notes for items needing immediate attention.
  - Diary notes for day-to-day activities

### 2. Landline +353 (0) 21 2355374

- Option 1 – Care Manager
- Option 2 – Accounts Department
- Option 3 – Urgent Enquiries

### 3. Email 24/7

- [Admin@codladhsamh.ie](mailto:Admin@codladhsamh.ie) for all work-related queries
- [Accounts@codladhsamh.ie](mailto:Accounts@codladhsamh.ie) for payroll and accounts queries
- [Catherine@codladhsamh.ie](mailto:Catherine@codladhsamh.ie) for personal queries

In the event of the NurseBuddy app not responding, please call the landline and select option 1 and leave a voice message for your Care Manager.

### **Use of Mobile Phones**

Mobile phones play an important part in the management of Codladh Sámh. However, they need to be managed in the interest of client care.

#### Do:

1. Open your NurseBuddy app before arriving at a client's home
2. Turn your mobile phone to silent when on client visits
3. Use your mobile phone to contact the office or the emergency services.

#### Do not:

1. Have your mobile phone on sound or vibrate
2. Give a client your mobile phone unless the Manager has authorised it.
3. Show the client your NurseBuddy roster or any information from your NurseBuddy account.
4. Take photographs in a client's home.