



Cúram Sláinte  
Phobail, Iarthar  
ag freastal ar Ghailimh,  
Maighéo agus Ros Comáin

Community  
Healthcare West  
serving Galway, Mayo  
and Roscommon

Ceannasaí um Chúram Sláinte

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Gaillimhe

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Michael Fitzmaurice T.D.,  
Dail Eireann,  
Leinster House,  
Dublin 2.

22<sup>nd</sup> November 2019.

**PQ 48017/19**

**'To ask the Minister for Health the reason the quality of day services offered by the Sacred Heart Hospital, County Roscommon for elderly persons has diminished recently; the reason the length of time such persons are allowed to stay has shortened; the reason the number of vehicles used to transport persons to and from the hospital has been dropped to just one; and if he will make a statement on the matter'.**

Dear Deputy Fitzmaurice,

I refer to PQ 48017/19 uploaded on the PAD System on 18<sup>th</sup> October 2019 and due for response on 4<sup>th</sup> December 2019 regarding representations that you have made to the Minister for Health concerning 'the reason the quality of day services offered by the Sacred Heart Hospital, County Roscommon for elderly persons has diminished recently; the reason the length of time such persons are allowed to stay has shortened; the reason the number of vehicles used to transport persons to and from the hospital has been dropped to just one; and if he will make a statement on the matter'. The HSE has been requested to reply directly to you on this matter. The following response outlines the position.

In relation to transportation to the Sacred Heart Hospital (SHH) Roscommon, the SHH has been using a Mini Bus and a Galaxy car to transport clients to and from Day Care. An issue arose in recent weeks with regards the use of the Galaxy Car as the driver was working alone while transporting clients to Day Care. Concerns arose around Health and Safety issues in respect of client moving and handling and in the event of a road traffic accident/ breakdown. The transportation service for Day Care was subsequently reviewed. The Galaxy car transports a maximum of three clients to Day Care and if one place was used to accommodate a second staff member to sort the Health and Safety concerns then the car will only be transporting two clients to Day Care. Given the shortage of staff currently being experienced by the Sacred Heart Hospital and the fact that the clients can be transported via the Mini Bus service a decision was taken to use the Mini Bus only for the next number of weeks.

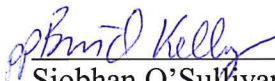
Regarding the length of time of the Day Care service please be advised that as a result of the new transportation arrangements the Mini Bus driver and Health Care Assistant who accompanies the driver now start their shift at 8.00am rather than 8.30am. This results in the Mini Bus being able to collect all clients on time for the start of Day Care with no delays to the service. It is acknowledged that some clients are collected a half an hour earlier as a result of this change to the service. Clients have been asked if they were happy with the change and feedback has been positive. Please note that the situation will be reviewed again after this trial run where only the Mini Bus is used to transport clients to Day Care.

In relation to the 'shorter' day care service as a result of the change to the use of the Mini Bus only for transport to the SHH, please be advised that there is no difference to the length of time to the Day Care service. As outlined already the Mini Bus driver is bringing in some clients a half hour earlier to Day Care but then he brings them home a half hour earlier also so the length of their day in the service is the same. These changes were discussed with the clients involved and they had no issue with the earlier start. In addition some of the other clients are collected a half hour later for Day Care but also go home a half hour later – so again, no change in the length of their day.

The quality of the Day Care service in the Sacred Heart Hospital has not changed as clients avail of the same services that includes lunch, morning and afternoon snack, assistance with personal care, as required, and attention with nursing care, vital signs, dressings, monitoring of blood sugars. Furthermore clients can and do still avail of Physiotherapy as they did before the change to the transport service and clients are still in on time to the SHH for Mass if they wish to attend.

I trust that this response has clarified the matter that you have raised in this instance.

Yours sincerely,



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Siobhan O'Sullivan,  
General Manager,  
Community Healthcare West.