



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Office of General Manager -Services for Older People  
Social Care Department  
South East Community Healthcare  
HSE Offices  
Lacken, Dublin Road  
Kilkenny

Telephone 353 56 7784319

21<sup>st</sup> October 2019

Mr. Bobby Aylward T.D.  
Dail Eireann  
Leinster House  
Dublin 2

**PQ 40897/19**

**To ask the Minister for Health the position regarding cuts to the rostered hours of home help sector workers within the Health Service Executive CHO Area 5; the position regarding deficits which may occur between the 39 hours contracted and the eventual hours allotted and rostered; the protocol in place by which such shortfalls of hours are monitored and analysed and the utilisation of private operators in this respect; and if he will make a statement on the matter.**

Dear Deputy Aylward,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question, which was submitted to the Minister for Health for response.

*I have reviewed the matter and the following is the current position.*

Home Support Services are an important component of the provision of service to Older People with assessed needs and to support them in their choice of living in their own home and community. The HSE, working within its available resources, has sought to maintain and when possible to expand the range and volume of services available to support people to remain in their own homes, to prevent early admission to long term residential care and to support people to return to their homes following an acute hospital admission.

The Home Support Service is funded by Government to deliver a volume of service each year as approved in the HSE National Service Plan. It is a non-statutory service and access to the current service is based on assessment of the person's needs by the HSE, having regard to the available resources and the competing demands for the services from those people with assessed needs. Home Support services for older people, are provided either by directly employed staff or by voluntary and private providers who have formal tender arrangements with the HSE to deliver the services.

The 2019 SECH Operational Service Plan 2019 also provides for implementation of the revised 2018 contract for HSE Home Support staff. This includes the cost of travel time from one client to another which is provided from within the existing funding allocation.

All contracts are monitored on daily basis by the Home Help Co-ordinator and services are allocated to the Home Support Community Worker (HSCW) in their area when their hours go below their contract. It is practice that services are allocated to HSE Staff in the first instance to ensure that their contracted hours are maintained. If the hours are unavailable within HSE Staff then the hours may be contracted to the approved private provider.

I trust this information is of assistance to you. Should you have any further queries please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink that reads "Barbara Murphy". The signature is written in a cursive style with a horizontal line under the name.

---

**Barbara Murphy**  
**General Manager, Services for Older People**  
**South East Community Healthcare**