



Cúram Sláinte
Phobail, Iarthar
ag freastal ar Ghaillimh,
Maigheo agus Ros Comáin

Community
Healthcare West
serving Galway, Mayo
and Roscommon

**Ceannasaí Seirbhíse – Seirbhísí do Dhaoine
Scothaosta**

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15th December, 2021

Mairéad Farrell T.D.
Dail Eireann
Kildare Street
Dublin 2

Ref: PQ 59620/21 – Home Support Service

Dear Deputy Farrell,

I refer to your recent correspondence reference PQ59620/21 received on 30th November, 2021 in relation to Home Support services upon discharge from the acute hospital setting.

My office has liaised with the Home Support Department and the Hospital Discharge Coordinator in relation to your query and can confirm the following;

The Home Support Department hold review forum meetings on a bi-weekly basis, at which applications for Home Support are reviewed using a standardised scoring matrix and protocol. Clients are then corresponded with informing them of the review outcome. Due to the increased numbers of Home Support hours being approved and provided, additional Health Care Support Assistant's (HCSA's) are required to provide the service.

The HSE realises this is very difficult for clients who require care and would like to ensure you that every effort is being made to recruit Health Care Support Assistants (HCSA's). This is not an issue only within Community Healthcare West, all CHO's are finding it extremely challenging to source HCSA's.

The HSE National Office has approved additional HCSA's for Community Healthcare West. Older People's Services, Community Healthcare West recently launched a recruitment campaign for HCSA's which closed on November 30th with interviews taking place in January 2022.

In addition, the HSE Home Support Department are working closely with the Tendered Service Providers who are running rolling recruitment campaigns for HCSA's.

Galway University Hospital's Discharge Coordinator has confirmed the following in relation to patients awaiting Home Care Packages:

- There are 4 patients in GUH Delayed Transfer Of Care are awaiting Home Care Packages/Equipment from GUH.
- 1 patient is approved for 35 hours of Home Support and due to non-availability of carers to provide this level of care. The client's family do not want Long term care. The Home Support Department are actively trying to source Health Care Support Assistant's (HCSA).
- 1 client with excessive care needs, with a significant Home Care Package, however, no weekend

HCSA's are available to provide a service.

- 1 client's next of kin has not returned the required provider choice document, therefore HCSA's cannot be sourced. Discharge team and Home Support Service are actively engaging with the next of kin to return said document.
- 1 Client has agreed to a placement of choice, and the Fair Deal application is being progressed.

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

Yours sincerely,

A handwritten signature in cursive script that reads "Shannon Glynn". The signature is written in black ink and includes a long, sweeping horizontal line extending to the right from the end of the name.

Shannon Glynn
Head of Service
Older People's Services
Community Healthcare West