

Head of Service – Older People's Services

Old Health Centre, Vicar St., Tuam, Co. Galway. H54H028

Tel: 093 37933/37935

Email: social.carecho2@hse.ie

22nd December, 2021

Rose Conway Walsh T.D.
Dáil Éireann
Kildare Street
Dublin 2

Ref: PQ 62835/21 – Home Support Service

Dear Deputy Conway Walsh,

I refer to PQ 62835/21 received on 14th December, 2021 in relation to Home Support Services in County Mayo. The HSE has been requested to reply directly to you on this matter. The following response outlines the position.

Home Help and Home Care Packages were combined nationally on 1st January, 2018, into a single scheme called 'Home Support'. To date in 2021 (January to November inclusive) the Home Support Service Community Healthcare West have delivered 643,243 hours of Home Support to resident's in Co Mayo. The number of clients in Mayo in receipt of Home Support at the end of November 2021 is 2159.

There are also 6 clients with complex care needs in receipt of Intensive Homecare Package from the National Older Persons Office in Mayo.

The number of clients approved for Home Support, not being provided a service due to lack of available Health Care Support Assistant's (HCSA's) in Mayo is 309 (of which 170 is new home support service and 139 is additional home support service).

Due to the increased numbers of Home Support hours being approved and provided, additional staff are required to provide the service. The HSE realises this is very difficult for clients who require care and would like to ensure them and their families 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 Community Healthcare Organisations 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 to commence January 2022.

In addition, the Home Support Department is working closely with the funded Service Providers agencies to recruit HCSA's.

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

Yours sincerely,



Shannon Glynn
Head of Service
Older Peoples Services
Community Healthcare West