



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Ceann Daoine Aosta, Eagraíocht Cúram Sláinte Pobail  
Tuaisceart Chathair & Tuaisceart Chontae Bhaile Átha Cliath  
Campas Gnó Shoird, Bóthar Bhaile Anraí  
Sord Co Bhaile Átha Cliath  
☎: 01 8131 867 📧: [headofop.dncc@hse.ie](mailto:headofop.dncc@hse.ie)

Head of Older Persons  
Community Healthcare Organisation  
Dublin North City & County  
Swords Business Campus Balheary Road  
Swords Co Dublin

Mr. Cian O'Callaghan, TD,  
Leinster House,  
Kildare Street,  
Dublin 2,  
D02 XR20.

19<sup>th</sup> November 2021

Email: [cian.ocallaghan@oireachtas.ie](mailto:cian.ocallaghan@oireachtas.ie)

**Re: PQ 56670/21** "To ask the Minister for Health the steps he is taking to address the lack of available home support service carers in an area (details supplied); the number of persons in the area who have been approved for home support but whose service has not commenced due to lack of carers; and if he will make a statement on the matter." Details Supplied: Dublin Bay North

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Dear Deputy O'Callaghan,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

In Dublin Bay North there are currently 41 people who have been approved for a home support service but for whom care cannot be sourced.

Community Healthcare Organisation Dublin North City and County (CHO DNCC) operates the nationally agreed tender (2018) for the provision of home support services. A total of 16 agencies are approved as Tier 1 providers and a further five agencies approved as Tier 2 providers. Tier 2 providers are only utilised if the Tier 1 providers are unable to provide a service within HSE specified timelines. We are currently engaging with our providers to address capacity issues across the area including Dublin Bay North.

We are also in the process of identifying home support providers who are not on the current tender with a view to adding further providers to increase capacity. From our meetings with providers we have been advised a number of home support workers have left the industry in recent months citing the challenge of providing this service during the pandemic. In light of this we are engaging with our providers regarding the recruitment of new staff into the workforce.

I trust this information is of assistance to you but should you have any further queries please do not hesitate to contact this office.

Yours sincerely,

*Essene Cassidy .*

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**Essene Cassidy**  
**Head of Older Persons Services**