



Oifig an Stiúrthóra Náisiúnta Cúnta
Oibríochtaí Pobail
Seirbhísí do Dhaoine Scothaosta

Office of the Assistant National Director –
Community Operations
Services for Older People

www.hse.ie
@hselive
t 087 345 5593
e olderpeople.operations@hse.ie

21st April 2022

Deputy Peter Burke,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy Burke,

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

PQ: 22/18342

To ask the Minister for Health the regulation requirements of private care contractors contracted by the HSE; and if he will make a statement on the matter.

Home Support Services play an important role in providing personal care to people in their own homes and support to carers. The type of support provided includes personal care and, where appropriate, essential household duties relating to the client's assessed needs.

Home Support services are provided by both directly employed Healthcare Support Assistants (HCSAs) and Approved Providers with formal tendered arrangements with the HSE. The National Guidelines and Procedures for Home Support provide guidance and information on the operation of the service. Please follow the link hereunder to view the document:

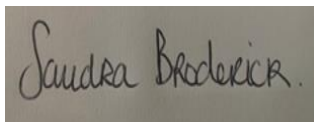
<https://www.hse.ie/eng/services/list/4/olderpeople/national-guidelines-and-procedures-for-the-standardised-implementation-of-the-home-support-service-hss-guidelines.pdf>

In relation to Approved Providers with formal tender arrangements with the HSE; under the current Tender Framework, the contractual requirements of those Providers require compliance with 23 Service Specifications. These specifications include (but not limited to) requirements in relation to governance, person-centred care, complaints management, workforce etc. Each provider must have the relevant policies in place pertaining to each Service Specification and be available for inspection at all times by the HSE. Further detailed information relating to the current Tender Service Specifications for Approved Providers can be found here;

<https://www.hse.ie/eng/services/list/4/olderpeople/service-specifications-home-support-services-2018.pdf>

The Department is currently engaged in a detailed process to develop a new stand-alone, statutory scheme for the financing and regulation of home support services. Developing a new statutory scheme will be an important step in ensuring that the system operates in a consistent and fair manner for all those who need home support services.

Yours sincerely,

A rectangular box containing a handwritten signature in black ink that reads "Sandra Broderick".

Sandra Tuohy
Assistant National Director – Operations
Services for Older People