



**Oifig an Cheannaire Oibríochtaí,**  
Na Seirbhísí Míchumais/An Rannán Cúram Sóisialta,  
31-33 Sráid Chaitríona, Luimneach.

**Office of the Head of Operations,**  
Disability Services/Social Care Division,  
31-33 Catherine Street, Limerick.

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22<sup>nd</sup> December 2022

Deputy Rose Conway Walsh,  
Dail Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.  
E-mail: [rose.conwaywalsh@oireachtas.ie](mailto:rose.conwaywalsh@oireachtas.ie)

Dear Deputy Conway Walsh,

The Health Service Executive 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: 60591/22**

*To ask the Minister for Health if his attention has been drawn to the protected disclosures reported to the HSE regarding concerns raised about the individualised services provide by an organisation (details supplied) in Mayo; his plan of action to investigate same; and if he will make a statement on the matter.*

Details Supplied: Western Care Organisation

**HSE Response**

Western Care Association was founded in 1966 and provides services to approximately 705 children and adults with learning disabilities throughout County Mayo. The Association is representative of service users, parents, guardians, families and friends. The services provided by Western Care include Day Services, Rehabilitative, Residential Care, Respite services, Home Sharing and Home Support Services

Western Care have 35 designated centres registered with the Health Information and Quality Authority. The designated centres currently provide full time residential support to approximately 105 people.

In addition, Western Care provides support to a number of people with disabilities through individualised support services such as PA (personal assistance) supports, home sharing arrangements with host families or supported individualised residential services (many in their own home). These services allow people to live independently in their own home. The level of supports provided varies depending on the needs of the individual and all are in a position to self-direct their own lives.

Western Care are to review all of these services in line with the HIQA guidance issued in June 2022 entitled "What is a Designated Centre."



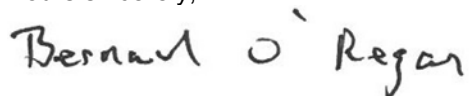
The HSE funds Western care under Section 39 of the Health Act, 2004. Services are provided through a Service Arrangement which is signed on an annual basis and reviewed continually.

The HSE are in communication with HIQA with regard to the concerns that have arisen over some individualised services and will support both Western Care and HIQA in determining what is in the best interests of those persons supported via these services.

In addition, the HSE are actively engaged with Western Care to address these matters. This is being done through the Service Arrangement and the setting up of a Service Improvement Framework with Western Care.

The HSE also wishes to confirm that a number of Protective Disclosures have been received. As per due process, these Protective Disclosures are currently being reviewed by the HSE. The process is being overseen by the Office of the HSE Authorised Person, HSE Protected Disclosures.

Yours sincerely,

A handwritten signature in black ink that reads "Bernard O'Regan". The signature is written in a cursive style with a clear, legible font.

**Bernard O'Regan**  
**Head of Operations - Disability Services,**  
**Community Operations**

