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**02 February 2022**

**Deputy Duncan Smith TD,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.**

**Dear Deputy Smith,**

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

**PQ 1821/22**

**To ask the Minister for Health the current waiting times for home support service throughout the HSE service; and if he will make a statement on the matter**

**PQ 1822/22**

**To ask the Minister for Health the number of new home support service packages for the past three years for each health service area; the amount of funding provided for this service in the past three years in tabular form; and if he will make a statement on the matter**

**PQ 1823/22**

**To ask the Minister for Health the number of employees of the HSE providing home support packages for the past three years; and if he will make a statement on the matter**

**PQ 1824/22**

**To ask the Minister for Health the number of employees of private operators providing home support packages for the HSE for past three years; and if he will make a statement on the matter**

The Home Support Service is funded by Government to deliver a volume of service each year as approved in the HSE National Service Plan. It is a non-statutory service and access to the current service is based on assessment of the person's needs by the HSE and having regard to the available resources and the competing demands for the services from those people with assessed needs.

NSP 2022 provides for the following: -

- Rollover of the 2021 target levels of service into 2022, inclusive of the additional 5m hours funded in 2021 to 23.67m hours nationally
- 360,000 hours provided via Intensive Home Care Packages
- 230,000 hours associated with the roll-out of the pilot Statutory Home Support Scheme, which commenced in late 2021

Despite the significant level of service provision, the demand for Home Support, and its importance as an alternative service to long stay care, has grown considerably over the past number of years. Similarly, the type of Home Support that is now required to meet the needs of the population is a more person-centred personal care model.

Preliminary activity data currently available reflects the period to end of December 2021. As of this date, 20,463,216 Home Support hours were delivered nationally to 55,043 people, while 21,164 new Home Support clients have benefitted from the service. Also, as of this date, there were 474 people waiting for funding for new or additional home support, while 5,322 people were approved for Home Support but are awaiting a carer to be assigned. It should be noted that despite capacity challenges experienced nationwide within Home Support services, overall service delivery has increased by 14% based on activity levels for the same period last year.

In relation to data requested, please see Appendices below in respect of same;

- Appendix 1: New Home Support Clients 2019 to 2021 (inclusive)
- Appendix 2: Home Support Budget 2019 to 2021 (inclusive)
- Appendix 3: HSE Directly Employed Staff 2019 to 2021 (inclusive)

Data requested in relation to the number of privately employed Home Support staff is not currently collated at national level. All Approved Providers of HSE funded Home Support must abide by the Tender Specifications, details of which can be found at the following web-link: -

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

In addition, data requested in the format of *“the current waiting times for home support service throughout the HSE service; the average length of time that persons have been waiting”*, is not currently collated nationally. While this may be available locally, it would take considerable resources to collate this nationally.

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,



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**Sandra Tuohy**  
Assistant National Director  
Community Operations  
Services for Older People

## Appendix 1 – No of New Clients / Applications 2019 to 2021 (incl)

### Home Support - New Clients

		NEW CLIENTS - HOME SUPPORT		
CHO	LHO	2021	2020	2019
CHO 1	Cavan Monaghan	499	570	258
CHO 1	Donegal	594	536	332
CHO 1	Sligo Leitrim	640	690	532
<b>CHO 1</b>	<b>Total</b>	<b>1,733</b>	<b>1,796</b>	<b>1,122</b>
CHO 2	Galway	1,048	1,110	971
CHO 2	Mayo	609	600	524
CHO 2	Roscommon	337	388	228
<b>CHO 2</b>	<b>Total</b>	<b>1,994</b>	<b>2,098</b>	<b>1,723</b>
CHO 3	Clare	605	520	359
CHO 3	Limerick	559	540	433
CHO 3	North Tipperary East Limerick	687	450	413
<b>CHO 3</b>	<b>Total</b>	<b>1,851</b>	<b>1,510</b>	<b>1,205</b>
CHO 4	Kerry	526	503	552
CHO 4	North Cork	349	273	260
CHO 4	North Lee	544	497	508
CHO 4	South Lee	729	597	617
CHO 4	West Cork	281	216	207
<b>CHO 4</b>	<b>Total</b>	<b>2,429</b>	<b>2,086</b>	<b>2,144</b>
CHO 5	Carlow Kilkenny	601	376	409
CHO 5	South Tipperary	479	278	345
CHO 5	Waterford	462	486	308
CHO 5	Wexford	697	641	550
<b>CHO 5</b>	<b>Total</b>	<b>2,239</b>	<b>1,781</b>	<b>1,612</b>
CHO 6	Dublin South East	523	450	414
CHO 6	Dun Laoghaire	1,043	892	763
CHO 6	Wicklow	318	384	412
<b>CHO 6</b>	<b>Total</b>	<b>1,884</b>	<b>1,726</b>	<b>1,589</b>
CHO 7	Dublin South City	499	539	617
CHO 7	Dublin South West	654	689	635
CHO 7	Dublin West	478	404	396
CHO 7	Kildare West Wicklow	746	582	645
<b>CHO 7</b>	<b>Total</b>	<b>2,377</b>	<b>2,214</b>	<b>2,293</b>
CHO 8	Laois Offaly	1,165	752	690
CHO 8	Longford Westmeath	1,156	506	240
CHO 8	Louth	613	577	416
CHO 8	Meath	973	545	287
<b>CHO 8</b>	<b>Total</b>	<b>3,907</b>	<b>2,380</b>	<b>1,633</b>
CHO 9	Dublin North	1,180	1,156	682
CHO 9	Dublin North Central	820	826	669
CHO 9	Dublin North West	750	873	672
<b>CHO 9</b>	<b>Total</b>	<b>2,750</b>	<b>2,855</b>	<b>2,023</b>
<b>National Total</b>		<b>21,164</b>	<b>18,446</b>	<b>15,344</b>

## Appendix 2 – Home Support Budget 2019 to 2021 (incl)

CHO	Budget 2021	Budget 2020	Budget 2019
National Total	666,465,986	489,993,143	437,716,326

## Appendix 3 – HSE Home Support Staffing 2019 to 2021 (incl)

### HSE Direct - Health Care Support Assistants

Health Care Support Assistants (formerly Home Helps) Community Healthcare Organisation	Category	Dec-19	Dec-20	Sep-21
Total Directly Employed Home Helps / HCSAs	WTE	3,653	3,648	3,509
Total Directly Employed Home Helps / HCSAs	Headcount	5,712	5,268	5,192

\* Note the latest figures available for 2021 is September.