



Ceannasaí Seirbhíse
Seirbhísí do Dhaoine Scothaosta

An Sean Ionad Sláinte, Sráid an Bhiocáire,
Tuaim, Co. na Gaillimhe H54H028

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7th February 2022

Catherine Connolly
Dáil Éireann
Kildare Street
Dublin 2

Ref: PQ 62941/21

Dear Deputy Connolly,

I refer to your correspondence, with reference PQ 62941/21 in relation to the number of persons in County Galway approved for home support but currently on waiting lists; the number waiting over 6, 12, 18 and 24 months respectively; the longest period of time a person has been waiting and the average length waiting time. The HSE has been requested to reply directly to you on this matter. The following response outlines the position.

On 1st October 2021, the Galway Home Support Service formally commenced a waiting list for clients which had been approved for but not yet in receipt of Home Support Services due to lack of Home Service Care Assistants (HSCAs). The Galway Home Support office commenced identification of such clients in July 2021, this continues to be work in progress to allow the ARCH system (main Home Help IT system) and National Older Person's Services Datasets to accurately reflect waiting list of clients at end of each month.

The data therefore is not available month on month for the periods requested, as it does not accurately reflect the waiting list numbers. I can confirm that as of the June 2021, Galway Home Support Service office reported 296 clients on a waiting list. In December, this number decreased to 278.

Once the systems are updated The Galway Home Support Office hope to be in the position to report accurate waiting list data on a monthly basis.

As I am sure you are aware, Home Support Services across all Community Healthcare Organisations are finding it extremely challenging to source Health Care Support Assistants (HCSA's). The HSE realises this is very difficult for clients who require care and would like to ensure you that every effort is being made to recruit staff. Community Healthcare West has secured funding for additional HCSA's and a recent recruitment campaign closed on November 30th. Interviews took place over January and are continuing throughout February 2022. In addition, the HSE are working closely with the funded agencies to recruit staff.

Yours sincerely,

Shannon Glynn
Head of Service
Older People's Services
Community Healthcare West