



21<sup>st</sup> July 2022

Deputy Fergus O’Dowd,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

Dear Deputy O’Dowd,

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: 22/35696**

**To ask the Minister for Health the number of complaints in relation to homecare that were received by the HSE by CHO area in the past two years; the way that these complaints are classified and dealt with; the actions that have been taken as a result; 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.

In relation to your request regarding the number of complaints the HSE has received pertaining to Home Support, it is worth noting that each service area of the HSE, including Home Support, is responsible for setting out an action plan/recommendations for their service after a complaint is examined and inform the Accountable Officer and the complainant of same.

The Your Service Your Say: The Management of Service User Feedback for Comments, Compliments and Complaints Policy 2017 sets out the formal complaints management process for which each service/hospital/area is expected to examine and investigate a formal written complaint (Stage 2 complaint). Senior Management in each area/service is expected to comply with the Policy and ensure that it is implemented and adhered to in their respective area.

The policy in relation to complaints regarding Home Support services is aligned to the Your Service Your Say guidelines. In this regard, the National Office for Services for Older People cannot provide an in depth response to your question as many complaints are dealt with and resolved at a local level in each CHO. More information on same can be found at the following link;

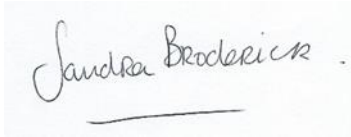
<https://www.hse.ie/eng/about/who/complaints/ysysguidance/ysys2017.pdf>

Nonetheless this office has made contact with the Your Service Your Say Department and they have advised that their Complaint Management System (CMS) captures data that each service area records in relation to formal complaints they investigate. They have confirmed that during the period 1<sup>st</sup> July 2020 to 1<sup>st</sup> July 2022, 55 records of complaints/issues were recorded nationally in respect of Home Support services. However, at present, the Complaints Management System (CMS) is not advanced enough to capture the data in relation to “Recommendations Made” in relation to formal complaints.

It should be noted that complaints received by the HSE in respect of Home Support Services, by their very nature, contain detailed personal information relating to clients in receipt of services and the client and/or family member submitting such complaints for investigation do so on the legitimate expectation that such information would be treated as confidential. It is important that the HSE welcomes information of this nature to ensure that issues of concern can be raised, investigated and improvements made, where necessary, so as to ensure that high quality home support services can be provided.

Trusting that the above information is of assistance to you.

Yours sincerely,

A handwritten signature in cursive script that reads "Sandra Broderick". The signature is written in black ink on a light-colored background. Below the signature is a short horizontal line.

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