



Oifig an Stiúrthóra Náisiúnta Cúnta  
Oibríochtaí Pobail  
Seirbhísí do Dhaoine Scothaosta

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

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6<sup>th</sup> December 2022

Deputy Colm Burke,  
Dáil Eireann,  
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 Question, which was submitted to this Department for response.

**PQ: 22/58816**

**To ask the Minister for Health the current position in respect of the permitted duties of home helps; and if he will make available the guidelines that are provided to staff who are providing home care; and if he will make a statement on the matter.**

Home Support Services are an important component of the provision of service to older people with assessed needs and to support them in their choice of living in their own home and community. The HSE, working within its available resources, has sought to maintain and when possible to expand the range and volume of services available to support people to remain in their own homes, to prevent early admission to long term residential care and to support people to return to their homes following an acute hospital admission.

The type of support that is provided includes personal care and, where appropriate, essential household duties. The home support service which people receive is based on the client's care needs as assessed by clinical staff. The support provided and associated care plan will be determined by the assessed level of dependency, the client's ability to undertake activities of daily living and other support structures in place.

In the case of a client currently in receipt of service, who may require a change to their individual care plan, contact can be made to his/her local home support office or public health nurse to request a review. A care needs assessment is undertaken for all clients making an application for home support services.

The National Guidelines & Procedures for the Standardised Implementation of the Home Support Service 2018 is available to view at the following link:

<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>

Yours sincerely,

A handwritten signature in black ink that reads "Kathleen Jordan". The signature is written in a cursive, slightly slanted style.

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**Kathleen Jordan**  
General Manager  
Services for Older People  
Community Operations