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Office of the Assistant National Director  
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**6<sup>th</sup> March 2023**

**Deputy Peter Burke,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.**

**Dear Deputy Burke,**

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: 23/8837**

**To ask the Minister for Health if he will consider reviewing the contracts for private homecare companies currently contracted by the HSE for home help hours (details supplied); 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.

Home Support services for older people are provided either by directly employed staff or by voluntary and private providers who have formal tender arrangements with the HSE to deliver the services. The type of support provided includes personal care and, where appropriate, essential household duties relating to the client's assessed needs.

In relation to indirect service provision, following a tender process in 2018, each of the nine Community Health Organisations across the country have a number of Approved Providers available to provide a Home Support service to clients locally where the HSE is not in a position to provide the service directly. External providers operate subject to tender arrangements with the HSE and are paid in accordance with agreed tender rates.



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The terms and conditions of Home Support Workers employed by the Approved Providers are a matter for each employer. The criteria for payment of travel costs associated with Home Support services through external provision is detailed in the Tender 2018 Standard Operating Procedures (SOP) available at the following web-link:-

<https://www.hse.ie/eng/services/list/4/olderpeople/service-arrangement-documents.html>

Current Tender arrangements (2018) have been extended for a final period up to the end of April 2023 to ensure continuity of indirect service provision pending finalisation of Tender 2023 process. Invitation to Tender was published on eTenders on the 1st of September 2022 with a submission deadline of 26th of September. Stage 1 of the process has been completed with the outcomes communicated to the relevant parties. Significant progress has been made in Stage 2 of the process which is nearing finalisation.

Yours sincerely,

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**Kathleen Jordan**  
**Head of Service – Home Support**  
**Services for Older People**  
**Community Operations**