



14 July 2023

Deputy Christopher O' Sullivan,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

Dear Deputy O' Sullivan,

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

**PQ 33031\23**

**To ask the Minister for Health if and when the consumer-directed home support scheme can be rolled out nationwide; 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 which is delivered across all CHOs with access based on an assessment of the person's needs by the HSE and having regard to the available resources and the competing demands for the service

Consumer Directed Home Support (CDHS) was launched in 2018, and was included as part of the Tender Framework Arrangements that commenced on 01 September 2018 across all CHOs. It is an option for persons' who apply for Home Support and who wish to have more control and choice over their care delivery in keeping with the principles of empowerment and autonomy inherent in person centred care. When a client is approved for a Home Support Service and HSE staff are not available to deliver the service, then an external provider, who has been approved by the HSE under Tender 2018 Arrangements, will deliver the service on their behalf. The CDHS approach facilitates clients to deal directly with HSE Approved Provider(s) of their choice and to arrange days and times of service delivery. Further information on Consumer Directed Home Support can be found 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>

It should be noted that when a client is approved for Home Support, commencement of the service is dependent on carer capacity and funding being available for that service. Clients who are approved for a Home Support service, and where carers and/or funding is not readily available at that time, are placed on a waiting list until such time as either a carer or funding becomes available.

The number of people in receipt of home support including CDHS at any time will vary, having regard to the value of the individual home supports approved, as clients cease and new clients with different value home supports are approved and commenced. The general uptake of CDHS nationally since the launch of the Scheme has been low.

A joint work programme between the Department of Health and HSE, for the design and development of the new statutory home support scheme and regulation, is underway with the Department of Health leading out on the detailed process to determine what type of home care scheme is best to meet the ongoing and evolving needs of our older people. 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,

A handwritten signature in black ink that reads "Kathleen Jordan". The script is cursive and fluid, with the first letter of each word being capitalized and larger than the others.

---

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