



Oifig an Stiúrtóra Náisiúnta Cúnta
Oibríochtaí Pobail
Seirbhísí do Dhaoine Scothaosta

Office of the Assistant National Director –
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26 May 2023

**Deputy Róisín Shortall,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.**

Dear Deputy Shortall,

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: 23/22212

To ask the Minister for Health if he will outline the role of a firm (details supplied) in the new home care tender process and the services provided, in view of the fact that this is not a competitive process; the purpose of this firm's detailed examination of some service providers accounts; how that examination influenced the offer made to the sector on 19 April 2023; if the firm provided the Department with a suggested offer per hour for home care services; if the services of this firm are still be utilised; 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, 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 2022 the HSE commenced a process of engagement with Home Support Providers, via their representative bodies NCCN and HCCI, in respect of 2023 Tender arrangements. The Invitation to Tender was published on eTenders on the 1st of September 2022. The HSE utilised a two stage process in order to engage the Market. This approach facilitates the option of an Authorisation Scheme model and is open-ended, therefore new entrants to the market may apply to join at any stage, periodically. Contracts awarded to Scheme members will be for a defined period, initially for twelve month period with an option to extend for a further twelve months.

The outcome of Stage 1 was notified to all applicants in January 2023. Engagement has been ongoing with both the provider representative bodies and with the DoH in relation to finalising the current Home Support Tender. The DoH has approved the progression to an Authorisation Scheme and Stage 2 of the Process was published to eTenders on the 25th of May, 2023 with a submission deadline of the 15th of June, 2023. It is anticipated that the Authorisation Scheme will commence in mid-August 2023 subject to completion of the formal internal HSE approval process through EMT to HSE Board.

In response to the question raised, the HSE engaged a third party Grant Thornton to provide the necessary assurances and third party confirmation in order to assist with the internal/external approval processes with regard to component costs. This was undertaken on a confidential basis to the HSE, and subject to non-disclosure agreements.

Yours sincerely,

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

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