

Oifig an Stiúirthóra Náisiúnta Cúnta  
Oibríochtaí Pobail  
Seirbhísi do Dhaoine Aosta  
Teileafón: 087 345 5593  
Ríomhphost: olderpeople.operations@hse.ie



Office of the Assistant National Director  
Community Operations  
Services for Older People  
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**01 June 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: 23/22213**

**To ask the Minister for Health the reason an offer (details supplied) to home care providers as part of the new home care tender process was withdrawn; the reason this offer was so far below the price per hour required to implement the recommendations of the Report of the Strategic Workforce Advisory Group on Home Carers and Nursing Home Health Care Assistants; and if he will make a statement on the matter. -Róisín Shortall**

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 1<sup>st</sup> 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.

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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 25<sup>th</sup> of May, 2023 with a submission deadline of the 15<sup>th</sup> 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.

The DoH sanction is subject to new Arrangements advancing provision of sectoral reform incorporating travel time for home support workers, living wage and reform of legacy rates, as recommended by the Strategic Workforce Advisory Group.

Yours sincerely,

A handwritten signature in black ink that reads "Kathleen Jordan".

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