



04th July 2023

Deputy Peadar Tóibín TD,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy Tóibín,

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 22988/23: To ask the Minister for Health if he has informed himself and can provide data for each of the past five years regarding the number of complaints reported to the HSE and HIQA with respect to end of life care for elderly people in both public and private healthcare settings; if he can provide a breakdown on the number of investigations which took place on foot of reported complaints for both public and private healthcare settings; how many of these complaints were upheld; and if he will make a statement on the matter.

End-of-Life Care is the provision of support that is fundamental in meeting the needs of people who are in the latter stages of their life and is therefore a key component of care services for older persons residing in community hospitals or community nursing units.

Services for Older Persons consistently receive significant positive feedback from families with regard to their loved one's end-of-life care in HSE facilities.

Where a complaint may be received it is managed promptly and directly at service level and, if a formal investigation is required under the complaint procedures, it is recorded on the Complaints Management System (CMS) which is the national database that logs and tracks complaint investigations under Stage 2 of the Your Service Your Say complaint procedures.

It must be noted that complaints made to private healthcare nursing facilities are matters for the private healthcare facility to manage in accordance with their complaints policy. The HSE has no governance over private healthcare facilities and does not hold data pertaining to complaints reported by the public to HIQA or private healthcare facilities.



Oifig an Stiúirthóra Náisiúnta Cúnta –
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In terms of complaints pertaining to end-of-life care in HSE-funded facilities, 14 complaints were recorded during the time period you requested across 8 CHO's. Of the 14 complaints, 3 were upheld, 2 partially upheld, 6 were not upheld/closed and 3 still undergoing investigation.

I trust this information is of assistance to you but should you have any further queries please do not hesitate to contact me.

Yours Sincerely,

Patricia Whelehan,

Assistant National Director - Community Operations,

Services for Older People.