



Oifig an Stiúrtóra Náisiúnta Cúnta  
Oibríochtaí Pobail  
Seirbhísí do Dhaoine Scothaosta

Office of the Assistant National Director –  
Community Operations  
Services for Older People

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)  
t 087 345 5593  
e [olderpeople.operations@hse.ie](mailto:olderpeople.operations@hse.ie)

9 June 2023

Deputy Patricia Ryan,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

Dear Deputy Ryan,

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: 23/25540**

**To ask the Minister for Health if the HSE has developed and/or instituted a medium three-to-five-year-term recruitment plan, aimed at increasing direct provision of homecare support and to ensure that the HSE has a minimum capacity in each CHO/RHA; 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 and access to the current service is based on assessment of the person's needs by the HSE and having regard to the available resources and the competing demands for the services.

Despite the significant level of service provision, the demand for Home Support, and its importance as an alternative service to long stay care, has grown considerably over the past number of years. Similarly, the type of Home Support that is now required to meet the needs of the population is a more person-centred personal care model.

Recruitment and retention of home support staff for both direct and indirect service provision remains a significant challenge leading to capacity issues across the Community Healthcare Organisations (CHOs). The HSE continues to advertise on an ongoing basis for Health Care Support Assistants (HCSAs) and recruits as many suitable candidates, where possible. The HSE conducts its recruitment through a variety of channels both at local level and through the shared service offices of HBS. Due to the nature of Health Care Support Assistants, recruitment is normally conducted at a local level and is on-going continually across the HSE in an effort to ensure availability of carers.

Over the past 3 years the HSE has increased its overall numbers by over 20,500 and this trajectory will continue in order to meet the healthcare needs of our growing and aging population. Despite the significant growth over the last number of years, the HSE fully understands the resourcing challenges that we face as we are operating in a fiercely competitive global recruitment market.

In recognition of the challenge of attracting and retaining health care workers, the HSE has recently established a National Programme which aims at adopting a strategic Health Service response to this.

This Programme is underpinned by five strategic resourcing pillars as follows:

- Engage and Retain our Workforce
- Attract a High Performing and Diverse Workforce
- Build Healthcare Talent of the Future
- Support the Health of our Workforce
- Build a positive and inclusive workplace culture

This strategic Programme of work has been developed by Clinicians and Service Managers across the professions. It has identified challenges to workforce growth and has developed a suite of key Actions to address the challenges. This work spans all care settings including Home Support.

The HSE has now moved to implementation of this Programme.

Yours sincerely,

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

---

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