

27<sup>th</sup> February 2024

Mr Matt Carthy, T.D.,  
Leinster House,  
Kildare Street,  
Dublin 2.  
D02 XR20

**Re: PQ ref 9441/24 - PQ ref 9441/24 - Home Support Guidelines Procedures**

*“To ask the Minister for Health further to Parliamentary Question No. 336 of 8 February 2024, the time within which home support teams are obliged to respond to communications from those being provided with care; the notice they are obliged to provide to those in receipt of care should they be unable to meet agreed levels of care; and if he will make a statement on the matter.” - Matt Carthy*

Dear Deputy Carthy,

I refer to your parliamentary question above which has been referred to me for response. I have examined the matter and the following outlines the position.

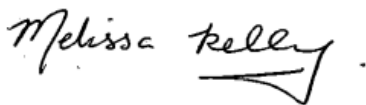
I can confirm that the Home Support Cavan Monaghan office follow the National Guidelines and Procedures for the Standardised Implementation of the Home Support Service September 2018, as a guidance document for responding to all correspondence to service users. The Guideline document is attached for your information.

Following the receipt of a Home Support Review for new or existing service, the outcome of the review may lead to an increase, decrease, continuation or discontinuation of the level of support or referral to another service. The outcome of the Review will be advised to the service user and his/her representative in writing within 10 working days of determination.

For service users that require an increase in service, this communication will advise if resources are available or if service is waitlisted due to Home Care Assistant availability.

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



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On behalf of  
Martin Collum  
General Manager



Services for Older Persons  
Community Healthcare, Donegal, Leitrim, Monaghan, Cavan & Sligo  
Breffni Care Centre  
Ballyconnell,  
Co. Cavan.