



04th March 2025

Barry Ward, T.D.
Dáil Éireann
Leinster House
Kildare Street
Dublin 2, D02 XR20

Re: PQ ref 7376/25 “To ask the Minister for Health if her attention has been drawn to the closure of a care provider (details supplied); the actions she will take to ensure the impact on their service users is minimised; and if she will make a statement on the matter”.

***Details provided:* Dun Laoghaire Home Care Services provides home support packages to clients under a Section 39 agreement on behalf of the State.**

Dear Deputy Ward,

The Health Service Executive (HSE) has been requested to reply directly to you about the above parliamentary question.

The HSE Older Persons Services was aware that Dun Laoghaire Home Care (DLHC) would be ceasing operations in the fourth quarter of 2024. However, a definite cessation date was not communicated to the HSE until Friday, February 7, 2025. On that date, the HSE was informed that DLHC's last day of operation would be February 12, 2025.

On the same day, the Home Support Office – Older Persons Services in Tivoli Road received an updated list of active clients from DLHC, which included 69 clients: 36 with a Home Support Package (HSP) and 33 with Home Help, primarily for minimal household duties.

Staff members in the Home Support Office acted promptly and efficiently, to ensure continuation of care for the affected clients. All clients were contacted on February 7 and 8, 2025, and offered alternative service providers. Most clients consented to transfer their HSP to other service providers. For those who did not respond, we reached out to their nominated contacts and/or their Public Health Nurse (PHN) to obtain consent and choice of provider. Once we received the clients' consent and their preferred providers, our staff quickly began sourcing new service providers and arranged the earliest possible start dates.

As of February 19, 2025, the home support office sourced new service providers for the 67 clients, with start dates ranging from February 7 to February 21, 2025. Two clients opted to wait for their healthcare assistants (HCA) from DLHC to join another agency and will contact our office to arrange their HSP once ready. They were informed that there will be a wait period of at least a month before their HCA can start with another service.



All 67 clients have transitioned to their new service providers. The remaining 2 clients advised they will continue waiting for their HCAs to join another service.

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

Kind regards

A handwritten signature in dark ink that reads 'John Lavelle'. The signature is written in a cursive style with a horizontal line underneath the name.

John Lavelle
General Manager Older Person Services