



Príomhoifigeach Faisnéise

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27th March 2025

Mr Padraig Rice TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 8482/25

To ask the Minister for Health for an update on the new ICT system for HSE home support including the amount spent to date on its development; to estimate the total costs of procuring and implementing the ICT system; to estimate when the ICT system will be operational; and if she will make a statement on the matter

Dear Deputy Rice,

One of the HSE's key goals for NSP 2025 is to implement a national system that supports integrated home and nursing home support services for all adults. This system will help the HSE meet future statutory regulations for home support and current NHSS requirements

The HSE is currently progressing with the procurement of a Home Support Services Case Management and eRostering System (CMeRS) and a National Nursing Homes Support Scheme and Statutory Home Support Scheme Information System (NHSS-SHSS).

A national system will facilitate standardisation of the service user's pathway from application and financial assessment and the provision of Home Support Service and address the HSE requirement to upgrade the existing NHSS system.

The National NHSS & SHSS Information System will support the application process for the NHSS and SHSS from receipt of application to decision on service entitlement under legislation. The system will support the management, oversight and timely provision of Home Support Services across the service delivery area and provide for activity management and strategic planning of services at local, regional and national level. Below provides an overview of the key components:



- Case & Business Process Management for Home Support Services, NHSS and a future Statutory Home Support and NHSS-SHSS
- Resource Management including eRostering for directly employed Health Care Assistants working across HSE Home Support Services.

The system will be required to manage a significant number of service and system users simultaneously, with over 6,000 staff accessing the system to manage the assignment and delivery of service(s).

The HSE is currently engaged in a competitive dialogue process to procure a digital case management platform and e-Rostering system for HSE Home Support Services and the Nursing Home Support Scheme. The actual contract value will not be available until the this public procurement process is complete.

The HSE is targeting to complete the procurement process and commence implementation of the system by end of 2025.

Due to confidentiality requirements under the Public Procurement Regulations (2016), the HSE cannot provide additional details about the ongoing procurement process until it is completed.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

Fran Thompson,
Chief Information Officer, Technology and Transformation, HSE.