



Oifig an Bainisteoir Ginearálta,  
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30<sup>th</sup> July, 2025

Deputy Pearse Doherty  
Dáil Éireann  
Leinster House  
Kildare Street  
Dublin 2

**PQ ref 40352/25**

*“To ask the Minister for Children; Disability and Equality the number of people awaiting a home help package in Donegal, broken down by area and by length of time, in tabular form; and if she will make a statement on the matter.”*

Dear Deputy Doherty,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Children, Disability and Equality for response.

Older Persons Services

I have examined the matter and the attached table outlines the number of clients currently awaiting home support services under Donegal Older Persons Services (OPS), including clients awaiting new services or changes to existing services; the number of hours. The average waiting time across all networks is approximately 25 weeks, many with a shorter wait and unfortunately some clients waiting longer.

Network	Number of clients	New Services	Increases to existing services	Hours on Waiting List	Waiting Time
East	62	48	14	454.5	The Average Waiting Time across all Network Areas is approximately 25 weeks with many with a shorter wait and some waiting longer
North	61	43	18	383.75	
South West	155	112	43	876	
Inishowen	18	9	9	140.75	
Totals	296	212	84	1855	



It should be noted that from 1<sup>st</sup> April 2025 to date, Donegal OPS Home Care commenced a total of 431 new services, equating to an additional 4,659 hours per week. Despite the significant allocation of resources, the demand for Home Support Services continues to grow with individual care needs becoming more complex. This can vary across the different Networks which can impact on waiting times.

#### Disability Services

The table below outlines the total number of service users that have been approved a Home Support service and who are awaiting sourcing of carers to date in 2025 in the Donegal Physical and Sensory Disability and Intellectual Disability Services.

Physical & Sensory Disability Service, Donegal			
Waiting since	No. awaiting carers	Area	Type of Service
July, 2025	1	Creeshlough	Personal care and social support Service user currently in hospital
June, 2025	1	Bridgend	Personal care
October, 2024	1	Lettermacaward	Personal care & social support
June, 2023	1	Fanad	Social support service
<b>Total</b>	<b>4</b>		

Two of the above service users are awaiting agency carers and the HSE Disability Service is currently exploring the possibility of setting up service agreements with new agencies.

In the other two cases external providers are unable to provide services due to their own current Home Care Assistant staff shortages. This is being reviewed with the agencies on a regular basis to try and find a solution.

The table below outlines the total number of service users that have been approved an Intellectual Disability Home Support service and who are awaiting the sourcing of carers to date in 2025.



Intellectual Disability Service, Donegal			
Waiting since	No. awaiting carers	Area	Type of Service
February 2024	1	Dungloe	Home Support
October 2024	1	South Donegal	Home Support
6 <sup>th</sup> December 2024	1	Stranorlar	Home Support
7 <sup>th</sup> May 2025	1	Inishowen	Home Support
29th May 2025	1	South Donegal	Home Support
29th May 2025	1	Letterkenny	Home Support
29th May 2025	1	Letterkenny	Home Support
<b>Total</b>	<b>7</b>		

Intellectual Disability (ID) Services in Donegal currently do not have HSE Health Care Assistants to provide home support to adults or children with ID or to children who avail of support from Children's Disability Network Teams. ID Services commission home support services for personal care and social support from a small number of agencies in Co. Donegal.

ID Services have been unable to fill two of the home support packages in the above table as none of the agencies have staff available to work in some of the remote areas of the county. Two of the packages remain unfilled as none of the agencies have staff with appropriate training available to work with adults or children who present with behaviours of concern.

ID Services have been unable to source packages of care for the other three service users due to home support staff vacancies within ID Services.

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

General Manager,  
Services for Older Persons,  
Community Healthcare, Donegal, Leitrim, Monaghan, Cavan & Sligo,  
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