



10th April 2025

Deputy Marie Sherlock
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy Sherlock,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the following Parliamentary Questions, which was submitted to this Department for response.

PQ: 13384/25

To ask the Minister for Health the number of home care hours, as a percentage of total care hours funded by the HSE, that are cancelled; and if she will make a statement on the matter. -Marie Sherlock

PQ: 13385/25 To ask the Minister for Health the unpaid cost, money not paid to providers, in cancelled home care hours that are funded by the HSE; and if she will make a statement on the matter. -Marie Sherlock

The Home Support Service is funded by Government to deliver a volume of service each year as approved in the HSE National Service. It aims to enable older people to continue living in their own homes with confidence, security and dignity, and the Government has stated its aim to improve community-based services to make this possible. There is a recognition that for many older people who need support, their preferred option is to remain at home for as long as possible. Home support is a non-statutory service and access to the current service is based on assessment of the person's needs by the HSE, having regard to the available resources and competing demands for the service.

Home Support Services for Older People are provided either by directly employed staff or by voluntary and private providers who have formal tender arrangements with the HSE to deliver the services. The Home Support Authorisation Scheme Standard Operating Procedure, specifically section 1.6.1, sets out the parameters of how the Authorisation Scheme operates in the context of cancelled calls. Under the terms of the Authorisation Scheme, the HSE will pay for Home Support Services delivered to HSE clients, which is determined by the relevant invoices submitted on a monthly basis to the HSE by the individual Approved Provider. In the event of a call being cancelled by the HSE or the client within 8 hours of the scheduled commencement of the call, the HSE will pay 50% of the value of the call to the Provider. Conversely, any missed calls that were contractually awarded to the Provider must be notified to the HSE by submitting a statement of same with their monthly invoice for the period in question, as set out in Appendix 3 of the Service Specifications.

More information in relation to the above can be found at the following links:

- [Home Support Authorisation Scheme Service Specifications](#)
- [Home Support Authorisation Scheme Standard Operating Procedure](#)

In addition, please note that data in relation to “*percentage of total care hours funded by the HSE, that are cancelled*”, and “*the unpaid cost, money not paid to providers, in cancelled home care hours that are funded by the HSE*”, is not currently collated nationally. While this information may be available locally within the Health Regions, it would take considerable resources to produce data on this nationally.

Yours sincerely,

Kathleen Jordan
Head of Service
Services for Older People, Access and Integration