



Oifig an Stiúrthóra Náisunta Cúnta,
Seirbhísí do Dhaoine Scothaosta –
Rochtain & Comhtháthú

Aonad 4, Lárionad Gnó,
Tullach Mhór, Co Uíbh Fhailí, R35 FH59

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20th March 2025

Deputy Catherine Callaghan,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy Callaghan,

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

PQ: 9877/25

To ask the Minister for Health the HSEs position on the inability of patients to split their allocated funding in the consumer directed home support approach, between two approved external providers when HSE staff are unavailable to fulfil the approved home support hours; and if she will amend this policy. -Catherine Callaghan

The Home Support Service is funded by Government to deliver a volume of service each year as approved in the HSE National Service Plan. It 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 the competing demands for the service.

Consumer Directed Home Support (CDHS) is an option for persons' who apply for Home Support and who wish to have more control and choice over their care delivery in keeping with the principles of empowerment and autonomy inherent in person centred care. CDHS was introduced in 2018, and was included as part of the Tender Framework Arrangements that commenced on 01 September 2018. When a client is approved for a Home Support Service and HSE staff are not available to deliver the service, then an external provider, who has been approved by the HSE under formal tender arrangements, may deliver the service on their behalf. The CDHS approach facilitates clients to deal directly with HSE Approved Provider(s) of their choice and to arrange days and times of service delivery.

Further information on how the Consumer Directed Home Support option operates can be found here → [Consumer Directed Home Support](#)

Yours sincerely,

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