



13th June 2025

John Brady TD,
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

Re: PQ Ref 26820/25: “ To ask the Minister for Children; Disability and Equality the actions taken in response to the HIQA report published on 25 February 2025, regarding an organisation (details supplied) which identified serious safeguarding and governance concerns across multiple centres; the steps that have been implemented to address the identified non-compliances and protect vulnerable residents, including reference to the Health Act 2007 governing HIQA's regulatory remit; and if she will make a statement on the matter.”

Dear Deputy Brady,

Thank you for your recent correspondence. The Health Service Executive has been requested to reply to you in the context of the above Parliamentary Question. I have examined the matter and the following outlines the current position.

Sunbeam House Services (SHS) is a company limited by guarantee and is governed by its Board of Directors. It operates as a Section 38 agency under the Health Act 2007 and receives funding from the HSE. While SHS maintains its own governance through its board, it fulfils its responsibilities in accordance with its Service Level Agreement (SLA) with the HSE.

SHS has 24 designated centres as per Schedule 3 of the 2024 SLA and has a capacity of 112 residential beds as of the December 2024 bed capacity return. The HSE was made aware of the escalated regulatory programme involving 13 of SHS designated centres in 2024. The HSE is monitoring the implementation of a compliance plan through the HSE governance process that's in place with such funded agencies.

SHS has provided assurances to the HSE including:

- SHS has implemented an organisation-wide improvement plan to address HIQA's identified non-compliances in areas such as Individualised Assessment and Personal Plans, Positive Behaviour Support, Safeguarding, and Governance.
- By December 2024, 26 of the 37 required actions were completed, with the remaining in progress for 2025.
- SHS has worked closely with HIQA to develop a structured and measurable improvement plan and acknowledges past shortcomings and apologises to clients and families.
- Compliance levels have steadily improved, reaching 81% in 2024, and further progress has been made in 2025.
- To support transformation, SHS engaged with stakeholders in a strategic planning event in March 2025 and remains committed to ensuring high-quality care for all individuals supported.



HSE Disability Services in Community Services Dublin South Wicklow, through the governance of SLA, continue to work with Sunbeam House Services CLG to ensure that robust governance, quality and safety arrangements are in place and to ensure that high quality services are provided to residents.

The agreed action plan is monitored through the HSE governance service review meetings. It continues to demonstrate that the action plan is being progressed, with an 84% completion rate to date. The remainder of actions are Board specific and have been responded to HIQA in a submission on 9th June ahead of a planned HIQA review on 12th June 2025.

HIQA remain active in their inspections both planned and unplanned, with SHS receiving very positive judgements in recent inspections.

I trust this information is of assistance to you.

Kind Regards,

Claire Waldron
General Manager
Disability Services