



17th June 2024.

Deputy Aengus O'Snodaigh,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy O'Snodaigh,

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 10098/24

To ask the Minister for Health the number of hours companies that deliver care in the home to the elderly that are reimbursed to the HSE annually (*details supplied*); how the hours are calculated, invoiced and paid for in advance of the knowledge of missed hours being informed to the HSE; and if he will make a statement on the matter.

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. In 2023 the existing competitive tender system for the contracting of home support hours from external companies (indirect service provision/hours) was replaced with an Authorisation Scheme which facilitates new entrants over the life time of the scheme with a view to extending capacity. It provides for fixed pricing and a common framework for the delivery of Home Support Services.

The [Home Support Authorisation Scheme Service Specifications](#) and the [Home Support Authorisation Scheme Standard Operating Procedure](#) (SOP) sets out the parameters of how the Authorisation Scheme operates and to which all Approved Providers must comply. Each Approved Provider has a duly executed Service Arrangement that gives legal effect to the terms and conditions of the Home Support Authorisation Scheme.

The Standards Operating Procedure details the mechanism for payment to Approved Providers and their obligations to submit invoices detailing service provision in respect of each client to include date of call, duration of call and Applicable Rate for each call in the reporting period. In the event of the agreed care plan/schedule of service being altered or not delivered (e.g. missed call, unforeseen absence) the Approved Provider is also obliged to provide details of same to the relevant Home Support Manager.

Yours sincerely,

Kathleen Jordan

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Head of Service – Home Support

Services for Older People - Access and Integration