



21st June 2024.

Deputy Patricia Ryan,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

Dear Deputy Ryan,

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 23159/24

To ask the Minister for Health the protocol in place for paying approved home care providers when home care visits are cancelled by the client; if consideration has been made to pay providers if a call is cancelled at short notice; 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 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.

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, with an initial term of 24 months but can potentially remain open-ended.

The [Home Support Authorisation Scheme Service Specifications](#) and the [Home Support Authorisation Scheme Standard Operating Procedure](#) sets out the parameters of how the Authorisation Scheme operates and to which all Approved Providers are obliged to adhere to in line with formal Service Agreements.

Under the terms of the Authorisation Scheme, the HSE pays for Home Support Services delivered to HSE clients, and 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 commencement of the call, the HSE will pay 50% of the value of the call to the Provider. 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.

Yours sincerely,

Kathleen Jordan
Head of Service – Home Support
Services for Older People - Access and Integration