



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

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

Office of the Asst National Director  
Services for the Older Person –  
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5th February 2025.

Deputy Eoghan Kenny,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

Dear Deputy Kenny,

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.

**PQ1116/25**

**To ask the Minister for Health the number of home support staff, personal assistants; the number of recipients of home support services and personal assistance services; the number of organisations that provide home support services or personal assistance services for older people that have exited the service in each CHO and composite LHO area, for each month in 2023 and to date in 2025, in tabular form; and if he will make a statement on the matter. -Eoghan Kenny**

**PQ1117/25**

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## **Home Support Response:**

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.

Demand for home support continues to increase due to population growth and the increasing dependency of the growing numbers of people aged ≥80years, within the over 65 years' cohort. The home support service is managed by the local Home Support Management Team within each Community Healthcare Organisation/Health Region to ensure that this key service is available at the required times, in a flexible way and at the appropriate standard to support clients' assessed needs.



Home Support services for Older People are provided either by directly employed HCA staff or by voluntary and private providers who have formal service arrangements with the HSE to deliver the services. Following the successful completion of two Rounds of the Scheme, 102 individual companies have been appointed to the Authorisation Scheme across the 9 CHOs/health regions.

**Appendix 1:** Details the total number of clients in receipt of Home Support Services in each CHO per month for 2023 and 2024.

**Appendix 2:** Details the number of directly employed Healthcare Assistants (Home Support) in each CHO per month for 2023 and 2024. Data relating to Personal Assistants is not included in this response as service is funded through Disability Services.

**Please note data for the year 2025 is not yet available.**

The HSE is currently transitioning to the new Regional Health Areas (RHAs) structure in line with Sláintecare. Pending finalisation of the structures and the associated data reporting pathways, activity is provided at CHO level.

## **Disability Response:**

People who are over 65 years may access a range of Home care supports, which include the services of nurses, home care attendants, care assistants, home helps and the various therapists including physiotherapists and occupational therapists. This reflects the responsive nature of HSE service delivery and takes account of the changing nature of assessed need over time as individual's needs change. However, many adults with a disability who are over the age of 65 years and who began with Disability Services before turning 65, will continue to receive support from Disability Services. **This is particularly prevalent in Personal Assistant services.**

The HSE provides and funds a wide range of specialist disability services to those with physical, sensory, intellectual disability and autism. Services focus on supporting and enabling people with disabilities to maximise their full potential, as independently as possible.

The HSE provides a range of assisted living services including Personal Assistant and Home Support Services to support individuals to maximise their capacity to live full and independent lives.

PA and Home Support Services are provided either directly by the HSE or through a range of voluntary service providers.

Services are accessed through an application process or through referrals from public health nurses or other community based staff. Individuals' needs are evaluated against the criteria for prioritisation for the particular services and then decisions are made in relation to the allocation of resources. Resource allocation is determined by the needs of the individual, compliance with



prioritisation criteria, and the level of resources available. As with every service there is not a limitless resource available for the provision of services and while the resources available are substantial they are finite. In this context, services are discretionary and the number of hours granted is determined by other support services already provided to the person/family.

As mentioned above, the HSE works in partnership with organisations including Section 38, Section 39, Out of State and For Profit organisations to ensure the best level of service possible is provided to people with a disability, and their families, within the available resources. The majority of specialised disability provision (80%) is delivered through non-statutory sector service providers. The relationship between these providers and the HSE is governed by way of a Service Arrangement (SA) or Grant Aid Agreement (GA) via the nine Community Healthcare Organisations. The HSE currently manages 1,045 Service Arrangement or Grant Aid Agreements with an approximate total of 419 organisations.

Disability services are provided based on the needs of an individual rather than by the actual type of disability or service required and many organisations provide multiple services or mix/variety of services to people with disabilities to meet individual needs and requirements.

Therefore it is not possible to provide information regarding the number of organisations that provide home support services or personal assistance services for people with disabilities.

In that context, it is not possible to provide information regarding the number of organisations that provide home support services or personal assistance services for people with disabilities that have joined the service or who have left the service.

**Service Provision**

The HSE is committed to protecting the level of Personal Assistant (PA) and Home Support Services available to persons with disabilities. Tables 1 and 2 provide data for PA & Home Support Services delivered to people with a disability at the end of Q3 2024.

At the end of Q3 2024: 1,388,530 PA hours were delivered to **2,809** Adults with a Physical and Sensory Disability.

At the end of Q3 2024; 2,849,350 Home Support hours were delivered to **6,624** Adults with a Physical and Sensory Disability.

See Tables below.

Table 1- PA Services for Persons with a Disability, end of Q3 2024

Number of Adults with a Physical and Sensory Disability in Receipt of PA Services		Number of Hours PA Services Delivered
CHO	Q3 2024	Q3 2024



<b>National Total</b>	<b>2,809</b>		<b>1,388,530</b>
CHO Area 1	22		46,446
CHO Area 2	578		299,351
CHO Area 3	481		285,035
CHO Area 4	592		138,493
CHO Area 5	343		112,116
CHO Area 6	114		59,868
CHO Area 7	82		53,226
CHO Area 8	394		175,489
CHO Area 9	203		218,505

Table 2 – Home Support Services for Persons with a Disability, end of Quarter 3 2024

	Number of Adults with a disability in Receipt of Home Support Services		Number of Hours Home Support Services Delivered
CHO	Q3 2024		Q3 2024
<b>National Total</b>	<b>6,624</b>		<b>2,849,350</b>
CHO Area 1	269		312,912
CHO Area 2	629		203,129
CHO Area 3	635		264,662
CHO Area 4	591		159,496
CHO Area 5	945		304,701
CHO Area 6	515		268,831
CHO Area 7	855		327,637
CHO Area 8	981		461,489
CHO Area 9	1,204		546,494



The need for increased services is acknowledged and the HSE continues to work with agencies to explore various ways of responding to this need in line with the budget available. The current level of PA service includes an over 15% increase in PA hours totalling 270,370 hours in the National Service Plans since 2020 as follows:

- 2020 = 40,000 additional hours of personal assistant supports
- 2021 = 40,000 additional hours of personal assistant supports
- 2022 = 120,000 additional hours of personal assistant supports
- 2023 = 70,370 additional personal assistant hours.

As per the 2024 Service Plan, the HSE aims to deliver an additional 80,000 hours of personal assistant supports in 2024.

As per the 2024 Service Plan, the HSE aims to deliver an additional 80,000 hours of personal assistant supports in 2024. Information regarding the proposed hours to be delivered in 2025 will be available on publication of the Service Plan for 2025.

The recently published 2025 Service Plan aims for the provision of an additional 95,000 personal assistant and 40,000 home support hours.

### **Staffing**

The HSE's Strategic Workforce Planning and Intelligence Unit has overarching responsibility for the production of employment monitoring reports/Health Service Personnel Census (HSPC), National Absence Report and Staff Turnover Report.

It produces overall employment reports and also by Care Group.

The most recent information available is end of September 2024.

<https://www.hse.ie/eng/staff/resources/our-workforce/workforce-reporting/health-services-employment-report-sept-2024.pdf>

The total reported WTE at the end of September for all HSE and S38 organisation staff was 147,557 wte. Of this, it is reported that 12,998 wte were working in Older Persons Services (HSE and S38 staff). This includes all grades and disciplines of staff.

It is not possible to extrapolate from the report the number of PA and Home support staff as these staff wte information are captured in a variety of categories such as Patient and Client Care Staff, Care Staff, Support Staff, Healthcare Assistants and Social Care staff etc.

In addition, it is important to note that these reports refer to staff numbers in the HSE and in S38 organisations **and do not include** staff employed in S39 organisations, Private Organisations or Out of State organisations.

### **Future Planning**

With regard to additional PA and Home Support Services, the Department of Health's 2021 Disability Capacity Review advises that up to €15 million per year by 2032 – equivalent to



600,000 additional hours - is needed to meet the requirements for Personal Assistants and Home Support.

The Action Plan for Disability Services 2024 – 2026 advises that an additional 110,000 extra home support hours a year is required by 2026 to address shortfall in services and to support individuals with disabilities to live a fuller more independent life and participate in normal activities in the community, in line with UNCRPD Article 19.

Each CHO continues to actively manage applications for support from service users with high levels of acuity/ safeguarding risks, through active case-management and inter-agency cooperation.

Yours Sincerely,

A handwritten signature in black ink that reads "Bernard O'Regan". The signature is written in a cursive style with a clear 'O' and 'R'.

**Bernard O'Regan**

**Assistant National Director,  
National Disability Team**

A handwritten signature in black ink that reads "Kathleen Jordan". The signature is written in a cursive style with a clear 'K' and 'J'.

**Kathleen Jordan**

**Head of Service Services for  
Older People, Access and  
Integration**



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## Appendix 1: Details the total number of clients in receipt of Home Support, by CHO, per month in 2023 and 2024

### Home Support Activity - Clients in Receipt 2024

CHO	Description	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
<b>National Total</b>		<b>56,339</b>	<b>56,707</b>	<b>57,155</b>	<b>56,610</b>	<b>56,920</b>	<b>57,189</b>	<b>57,644</b>	<b>57,895</b>	<b>58,114</b>	<b>58,433</b>	<b>58,718</b>	<b>58,546</b>
CHO1	Total Hours Clients in Receipt	4,923	4,982	5,015	5,033	5,022	5,038	5,077	5,085	5,070	5,032	4,990	4,984
CHO2	Total Hours Clients in Receipt	6,347	6,339	6,328	6,331	6,366	6,315	6,341	6,345	6,386	6,417	6,408	6,371
CHO3	Total Hours Clients in Receipt	5,025	5,030	5,073	5,097	5,116	5,168	5,200	5,261	5,272	5,344	5,395	5,375
CHO4	Total Hours Clients in Receipt	7,556	7,586	7,600	7,658	7,713	7,751	7,826	7,806	7,873	7,926	7,991	7,965
CHO5	Total Hours Clients in Receipt	5,543	5,583	5,573	5,570	5,604	5,633	5,667	5,689	5,712	5,734	5,772	5,722
CHO6	Total Hours Clients in Receipt	4,232	4,257	4,330	4,398	4,460	4,520	4,626	4,723	4,772	4,891	4,974	4,983
CHO7	Total Hours Clients in Receipt	7,268	7,208	7,332	7,057	6,913	6,882	6,738	6,723	6,641	6,647	6,687	6,658
CHO8	Total Hours Clients in Receipt	8,017	8,254	8,425	7,920	8,195	8,341	8,585	8,683	8,765	8,830	8,835	8,780
CHO9	Total Hours Clients in Receipt	7,428	7,468	7,479	7,546	7,531	7,541	7,584	7,580	7,623	7,612	7,666	7,708





