

HCCI Home Care Data Series

Home Support Delivery

**Volume 2
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This Issue: Home Support Delivery

This issue of the HCCI Home Care Data Series examines home support delivery. Using HSE data from a PQ asked by Colm Burke TD, we outline the growth in home support hours at a national and local level since 2018, including a breakdown of HSE and independent sector delivery. We look at the performance of each Community Health Organisation (CHO) in meeting its delivery targets and provide the latest waiting list data across Ireland.

Data used in this issue is available in Excel format [HERE](#).

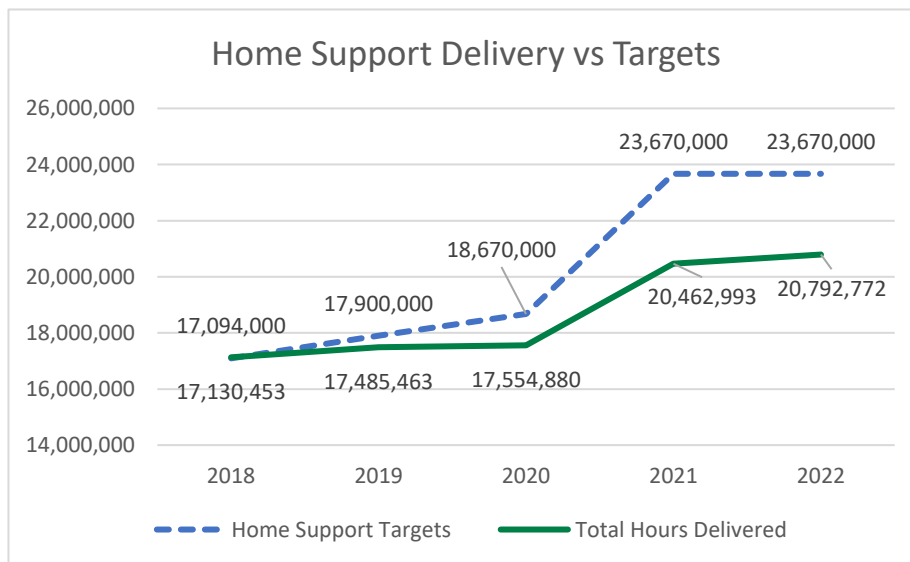


Figure 1 [PQ 31763/23](#)

Key Points:

In 2022:

- **20,792,772 hours** of home support was delivered in 2022, up 329,779 (+1.6%) from 2021.
- This was **2,877,228 (11.35%) below target**.
- The HSE delivered **39%** of home support, with the independent sector (private & non-profit providers) delivering **61%**.

Between 2018 and 2022:

- Delivery of home support hours has **increased by 3,698,772 (+22%)**.
- HSE delivery has increased by **572,057 (+7.6%)**.
- Independent sector delivery increased by **3,090,262 (+32%)**.
- Home support delivery targets have been **missed** every year since 2018.

Waiting lists (as of 31st May 2023):

- National waiting list is **6,198, down 475 (-7.1%)** since the start of 2023.
- The bulk of this decrease occurs is **CHO 7** (South Dublin, West Dublin, Kildare/West Wicklow) **down 326 (-35%)** and **CHO 6** (Dublin South East, Dún Laoghaire, Wicklow) **down 200 (-45%)**.
- CHO 4 (Cork/Kerry) continues to have the **highest waiting lists: 1565**. This accounts for 25% of the total national waiting list.

Home Support Delivery Targets & Delivery in 2022

Table 1 gives a breakdown of home support targets and delivery in each CHO and Local Health Office (LHO). Although the number of hours delivered nationally increased by 329,779 (+1.6%), targets were missed by 2,877,228 (11.4%). Looking closer at the performance of each CHO, you can see that the delivery of home support varies across the country. CHO 8 (Laois/Offaly, Longford/Westmeath, Louth/Meath) came closest to meeting its target, missing out by only 0.05%. CHO 1 (Cavan/Monaghan, Donegal, Sligo/Leitrim) and CHO 3 (Clare, Limerick, North Tipp/East Limerick) met 99% of their targets, with CHO 2 (Galway, Mayo, Roscommon) and CHO 9 (North Dublin) beating the national total of 88%. The remaining CHOs achieved between 78%-82% of their delivery targets, with CHO 5 (South East) narrowly being the worst performer.

Home Support Delivery Targets & Delivery in 2022								
Area		Target (Hours)	Hours Delivered				Delivery Breakdown	
CHO		Full Year Target	Total	Direct (HSE)	Independent (Private & Non Profit)	% of Targets Delivered	Percentage of Direct (HSE) Provision	Percentage of Independent Provision
Cavan Monaghan	LHO 1	581,849	536,596	273,517	263,079	92.22%	50.97%	49.03%
Donegal	LHO 1	1,027,058	1,122,595	946,405	176,190	109.30%	84.31%	15.69%
Sligo Leitrim	LHO 1	694,573	627,412	403,434	223,977	90.33%	64.30%	35.70%
Total	CHO 1	2,303,480	2,286,603	1,623,356	663,246	99.27%	70.99%	29.01%
Galway	LHO 2	1,222,405	1,190,535	310,217	880,318	97.39%	26.06%	73.94%
Mayo	LHO 2	821,714	662,072	345,003	317,069	80.57%	52.11%	47.89%
Roscommon	LHO 2	465,331	432,003	200,089	231,914	92.84%	46.32%	53.68%
Total	CHO 2	2,509,450	2,284,610	855,309	1,429,301	91.04%	37.44%	62.56%
Clare	LHO 3	567,000	632,631	124,766	507,865	111.58%	19.72%	80.28%
Limerick	LHO 3	756,000	726,038	339,641	386,397	96.04%	46.78%	53.22%
North Tipperary East Limerick	LHO 3	567,000	520,851	319,377	201,474	91.86%	61.32%	38.68%
Total	CHO 3	1,890,000	1,879,520	783,783	1,095,737	99.45%	41.70%	58.30%
Kerry	LHO 4	956,332	702,171	569,784	132,387	73.42%	81.15%	18.85%
North Cork	LHO 4	561,047	422,783	324,801	97,981	75.36%	76.82%	23.18%
North Lee	LHO 4	724,390	557,509	398,079	159,430	76.96%	71.40%	28.60%
South Lee	LHO 4	826,143	760,633	546,152	214,481	92.07%	71.80%	28.20%
West Cork	LHO 4	451,388	331,407	295,912	35,496	73.42%	89.29%	10.71%
Total	CHO 4	3,519,300	2,774,503	2,134,728	639,775	78.84%	76.94%	23.06%
Carlow Kilkenny	LHO 5	677,835	570,567	451,044	119,523	84.17%	79.05%	20.95%
South Tipperary	LHO 5	533,960	400,917	365,218	35,699	75.08%	91.10%	8.90%
Waterford	LHO 5	515,187	422,714	286,292	136,423	82.05%	67.73%	32.27%
Wexford	LHO 5	912,328	667,307	389,056	278,250	73.14%	58.30%	41.70%
Total	CHO 5	2,639,310	2,061,505	1,491,610	569,895	78.11%	72.36%	27.64%
Dublin South East	LHO 6	531,981	508,687	12,000	496,687	95.62%	2.36%	97.64%
Dun Laoghaire	LHO 6	693,137	656,633	12,000	644,633	94.73%	1.83%	98.17%
Wicklow	LHO 6	764,842	459,768	13,809	445,959	60.11%	3.00%	97.00%
Total	CHO 6	1,989,970	1,625,088	37,809	1,587,278	81.66%	2.33%	97.67%
Dublin South City	LHO 7	542,951	477,720	0	477,720	87.99%	0.00%	100.00%
Dublin South West	LHO 7	714,409	610,006	0	610,006	85.39%	0.00%	100.00%
Dublin West	LHO 7	571,531	472,693	0	472,693	82.71%	0.00%	100.00%
Kildare West Wicklow	LHO 7	1,028,749	676,871	297,004	379,867	65.80%	43.88%	56.12%
Total	CHO 7	2,857,640	2,237,291	297,004	1,940,287	78.29%	13.28%	86.72%
Laois Offaly	LHO 8	580,542	623,825	159,216	464,609	107.46%	25.52%	74.48%
Longford Westmeath	LHO 8	608,188	602,395	275,557	326,838	99.05%	45.74%	54.26%
Louth	LHO 8	552,898	528,728	124,465	404,263	95.63%	23.54%	76.46%
Meath	LHO 8	635,832	621,270	296,177	325,093	97.71%	47.67%	52.33%
Total	CHO 8	2,377,460	2,376,217	855,415	1,520,803	99.95%	36.00%	64.00%
Dublin North	LHO 9	1,579,597	1,334,467	0	1,334,467	84.48%	0.00%	100.00%
Dublin North Central	LHO 9	1,257,306	974,042	0	974,042	77.47%	0.00%	100.00%
Dublin North West	LHO 9	746,487	958,928	0	958,928	128.46%	0.00%	100.00%
Total	CHO 9	3,583,390	3,267,436	0	3,267,436	91.18%	0.00%	100.00%
National Total		23,670,000	20,792,772	8,079,015	12,713,757	87.84%	38.85%	61.15%

Table 1 PQ 31763/23

Table 1 also shows the breakdown of care delivery. HSE directly employed home care workers delivered 39% of home support and the independent sector, made up of private and non-profit providers, delivered 61%. The HSE do not provide a breakdown between private and non-profit providers. A general rule of thumb is that the HSE deliver more home support in rural areas and the independent sector deliver in urban areas. The main exception to this rule is in Cork, where the HSE deliver the highest percentage of home support (77%) compared to the rest of the country. Home support in Dublin is nearly all delivered by the independent sector as shown in CHO 7 (100% in each Dublin LHO), CHO 6 (98%) and CHO 9 (100%).

Trends in Home Support Delivery 2018-2023

Home Support Delivery and Targets 2018 - 2023							
Year	Targets	Total	Direct (HSE)	Independent (Private & Non Profit)	% of Targets Delivered	Percentage of Direct (HSE) Provision	Percentage of Independent Provision
2018	17,094,000	17,130,453	7,506,958	9,623,495	100%	43.82%	56.18%
2019	17,900,000	17,485,463	7,694,593	9,790,870	98%	44.01%	55.99%
2020	18,670,000	17,554,880	7,302,442	10,252,438	94%	41.60%	58.40%
2021	23,670,000	20,462,993	7,542,319	12,920,674	86%	36.86%	63.14%
2022	23,670,000	20,792,772	8,079,015	12,713,757	88%	38.85%	61.15%
2023 (YTD as of May 31st)	9,881,275	8,758,573	3,291,653	5,466,920	89%	37.58%	62.42%

Table 2 [PQ 31763/23](#)

3 Million Increase in Home Support Hours

Table 2 shows delivery targets and data between 2018 and 2023. There has been a large increase in the number of home support hours delivered since 2018. Data between 2018 and 2020 shows marginal increases, reflecting the marginal home support budget increases at the time. The increase of nearly 3 million hours of delivery between 2020 and 2021 occurred after the Government increased funding by over €150 million as part of the response to the Covid-19 pandemic. The increase in hours delivered in 2022 was significantly smaller, approximately 330,000. This reflects an unchanged Government budget and the recruitment crisis as the entire home care sector struggles to meet the new demand for home support. Nevertheless, the increase of 3,698,772 (+22%) in home support delivery between 2018 and 2022 is significant, leading to approximately 5,000 more people receiving home support.

HSE Delivery Trends

Table 2 and Figure 2 show trends in the delivery of care. The HSE increased their delivery by a total of 572,057 hours (+7.6%) between 2018 and 2022, with a significant increase occurring in 2022. The HSE has been running extensive recruitment campaigns for home care workers in recent years. Data from HSE workforce reports suggests that these recruitment campaign has not made significant improvements to total workforce numbers. In December 2018, the [HSE employed 3,552](#) Whole Time Equivalent (WTE) home care workers compared to [3,690 in June 2023](#), an increase of 138. That is not to say that only 138 WTE have been hired. The marginal increase in total HSE workforce is likely linked to the fact that 42% of HSE home care workers were aged 60 or older as of December 2020, as noted in the [2022 CDSWAG report](#), with staff retirements negating the impact of the HSE recruitment campaigns.

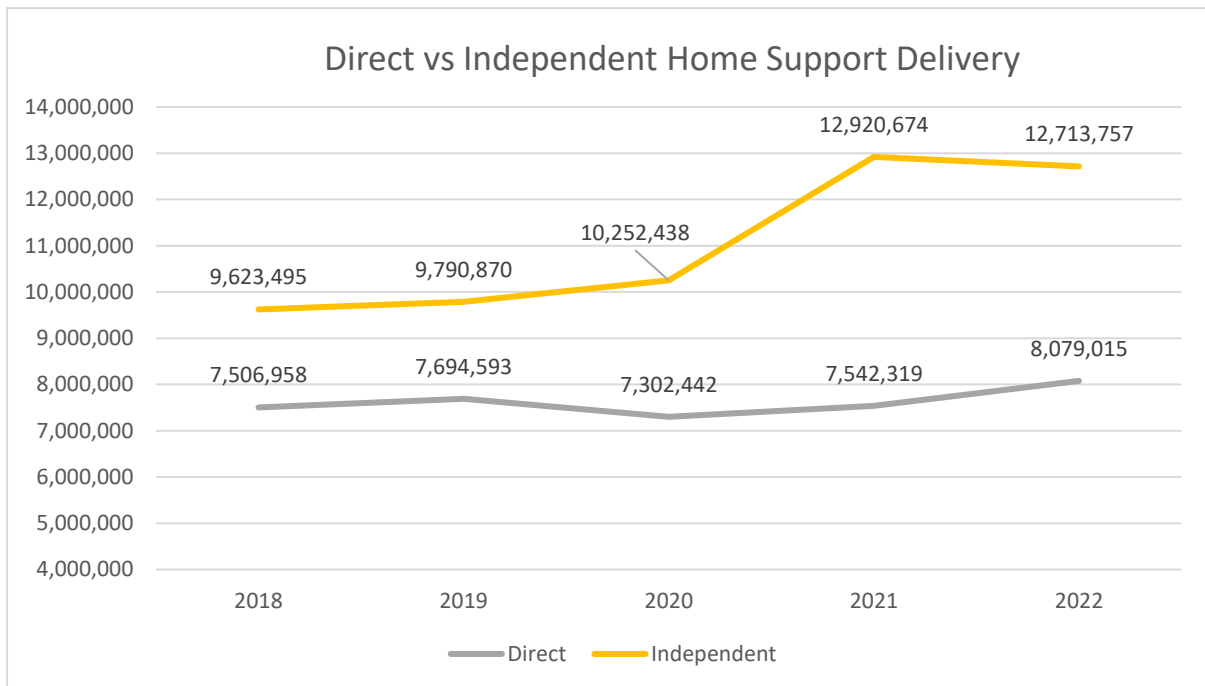


Figure 2 [PQ 31763/23](#)

Independent Delivery Trends

The independent sector, comprised of private and non-profit providers, were responsible for the bulk of the increase in home support delivery since 2018. The independent sector increased delivery by 3,090,262 (+32%). This accounts for 84% of the total increase in home support delivery hours. Workforce numbers are not available for the independent sector, who are also impacted by the recruitment crisis in the sector. However, data shown in Table 2 suggests that the independent sector have been more successful in recruiting and adding sectoral capacity, particularly since 2020.

Can we meet 2023 targets?

Data up to May 31st 2023 suggests that home delivery will increase again across 2023, although this may be impacted by the decision to [revise home support targets downwards in order to fund rate increases as part of the new home support authorisation scheme](#). This revised target may reverse the trend towards missed targets. As Figure 2 illustrates, home support delivery targets have been consistently missed since 2018. The recruitment crisis is certainly a factor in why this is occurring, however there has been little scrutiny into how the targets are devised and why they are consistently being missed.

Waiting Lists in 2023

Home Support Waiting List 2023								
Office	CHO	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Change since Dec 22
Cavan Monaghan	LHO 1	390	373	399	338	344	368	-22
Donegal	LHO 1	249	260	253	256	263	194	-55
Sligo Leitrim	LHO 1	96	95	92	79	54	106	+10
Total	CHO 1	735	728	744	673	661	668	-67
Galway	LHO 2	197	153	149	148	130	277	+80
Mayo	LHO 2	274	264	306	340	342	307	+33
Roscommon	LHO 2	115	114	106	111	109	103	-12
Total	CHO 2	586	531	561	599	581	687	+101
Clare	LHO 3	273	383	350	367	292	259	-14
Limerick	LHO 3	191	173	190	195	183	269	+78
North Tipperary East	LHO 3	104	96	93	115	115	114	+10
Total	CHO 3	568	652	633	677	590	642	+74
Kerry	LHO 4	404	374	349	359	381	329	-75
North Cork	LHO 4	109	97	95	110	111	124	+15
North Lee	LHO 4	171	162	194	202	198	107	-64
South Lee	LHO 4	687	718	780	760	752	851	+164
West Cork	LHO 4	130	148	147	144	149	154	+24
Total	CHO 4	1501	1499	1565	1575	1591	1565	+64
Carlow Kilkenny	LHO 5	118	96	125	126	128	117	-1
South Tipperary	LHO 5	149	127	105	133	118	122	-27
Waterford	LHO 5	230	189	200	231	240	225	-5
Wexford	LHO 5	546	571	534	498	517	510	-36
Total	CHO 5	1043	983	964	988	1003	974	-69
Dublin South East	LHO 6	126	101	102	107	59	105	-21
Dun Laoghaire	LHO 6	176	205	105	174	167	13	-163
Wicklow	LHO 6	143	110	121	120	113	127	-16
Total	CHO 6	445	416	328	401	339	245	-200
Dublin South City	LHO 7	137	105	88	67	62	84	-53
Dublin South West	LHO 7	289	237	216	193	132	141	-148
Dublin West	LHO 7	289	239	240	238	229	255	-34
Kildare West Wicklow	LHO 7	198	151	139	130	115	107	-91
Total	CHO 7	913	732	683	628	538	587	-326
Laos Offaly	LHO 8	328	317	256	394	377	339	+11
Longford Westmeath	LHO 8	62	56	37	47	48	97	+35
Louth	LHO 8	181	192	186	170	169	137	-44
Meath	LHO 8	184	160	174	176	174	176	-8
Total	CHO 8	755	725	653	787	768	749	-6
Dublin North	LHO 9	105	74	87	77	68	71	-34
Dublin North Central	LHO 9	5	0	3	4	2	3	-2
Dublin North West	LHO 9	17	22	13	23	25	7	-10
Total	CHO 9	127	96	103	104	95	81	-46
National Total	National Total	6673	6362	6234	6432	6166	6198	-475

As Table 3 shows, waiting lists have decreased by 475 since the beginning of 2023. This is welcome news. However, looking closer at the waiting lists in each CHO, the bulk of this reduction was in CHO 6 (-200) and CHO 7 (-326). The remaining CHOs saw smaller reductions or in the case of 3 CHOs (2, 3 & 4), an increase in waiting lists.

CHO 9 continues to perform strongly, reducing its waiting list to only 81. This contrasts with CHO 4 who have been unable to reverse trends from 2021 & 2022 and saw their waiting list increase by 64, with a total of 1,565 on the waiting list. This accounts for 25% of the national total.

For more information on waiting lists trends, see [Issue 1 of the HCCI Data Series](#).

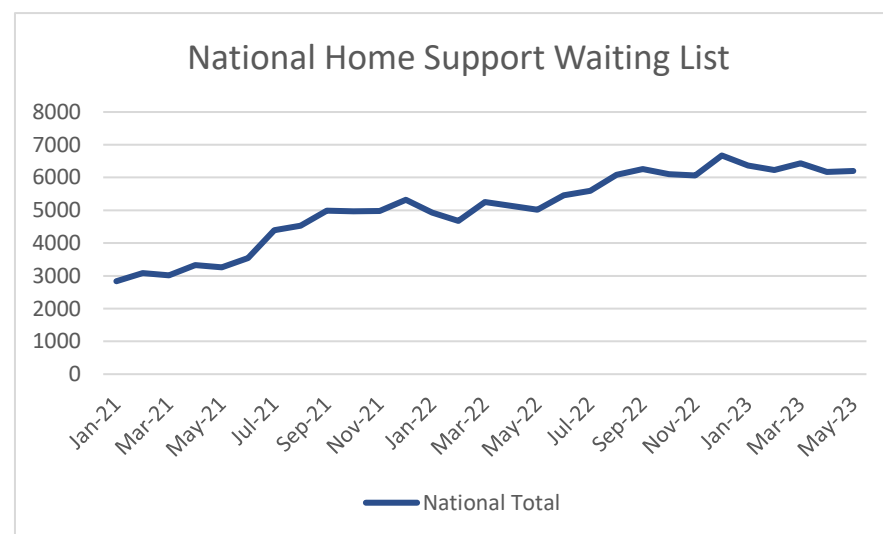


Figure 3 [PQ 31762/23](#)

What is Going on in CHO 4?

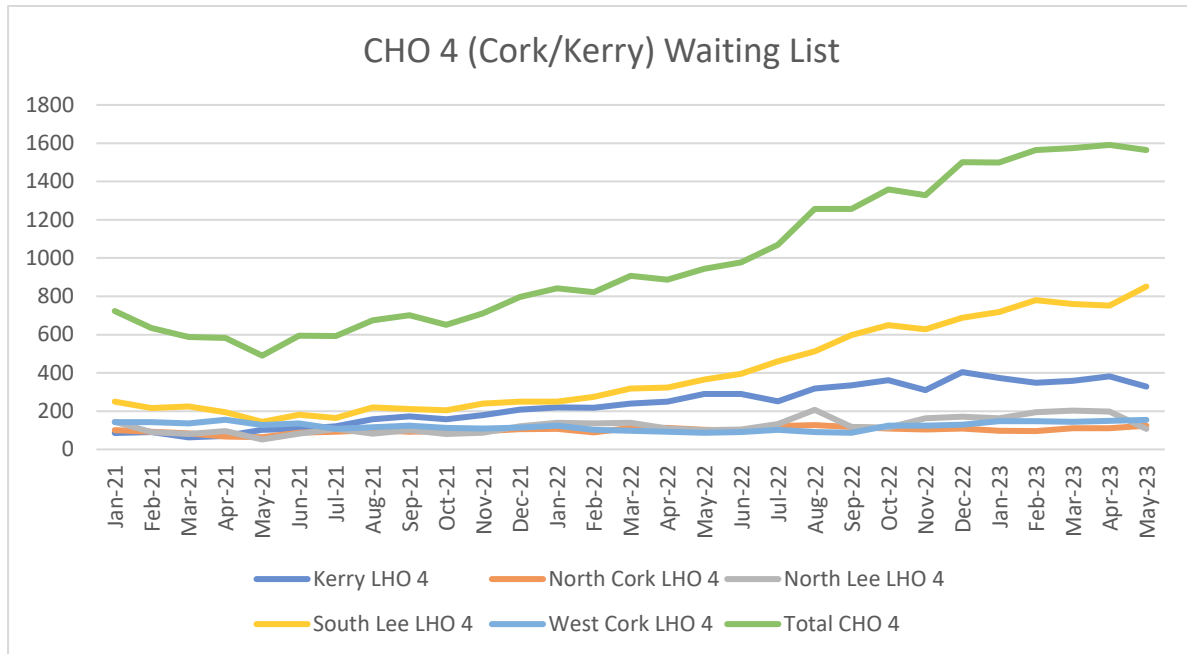


Figure 4 [PQ 31762/23](#)

The waiting list in CHO 4 has more than trebled in two years, rising from 490 in May 2021 to 1,565 in May 2023. Reasons behind this concerning rise are outlined in a [PQ \(17502/23\)](#). HSE older persons services in CHO 4 point to staff retirements and resignations, with 133 home care workers leaving in 2021 and 144 in 2022. CHO 4 say this is partly due to the age profile of the HSE workforce, backing up assertions made in the CDSWAG report and the impact of Covid-19 leading to staff choosing alternative careers. To counter staff leaving, the HSE appointed two specialist recruitment officers. This led to 125 new home care workers being hired in 2022, a net loss of 19 staff.

Another potential factor leading to these high waiting lists is that CHO 4 has the highest percentage of HSE direct delivery (77%). This has historically been higher (85% in 2018) and has led to the independent sector not being as active in this area of the country. This means that the HSE cannot turn to the independent sector to boost home support delivery in the same way it has done in other parts of the country. The HSE’s recruitment campaign is ongoing, but current data suggests that there will be no sizeable reduction in waiting list numbers in 2023.