

HSE Home Support: questions to ask



Keep this beside you during the call. Tick what is answered and note the name of the person you speak with.

Republic of Ireland only | Last reviewed: 18 July 2026

Write in the details

Person receiving support: _____

Application reference: _____

Office or contact: _____

Date: _____

Before applying

- ☐ Is this the correct Home Support Office for the person's address?
- ☐ Can the person apply while at home, in hospital or preparing to leave a nursing home?
- ☐ Who should complete the form, and which sections must the person receiving support sign?
- ☐ Does any decision-support or legal-authority document need to be included?
- ☐ What supporting information is needed and where should the form be sent?
- ☐ If the person is in hospital, who is coordinating the application as part of discharge planning?

About the assessment

- ☐ When and where is the needs assessment likely to take place, and who will carry it out?
- ☐ Can a chosen family member or supporter attend?
- ☐ What daily tasks and existing supports will be considered?
- ☐ How will the person's wishes and routines be recorded?
- ☐ Should we prepare information from the GP, public health nurse or another professional?
- ☐ How will we be told the outcome, and who can we contact while waiting?

If support is approved

- ☐ What tasks, hours or weekly funding have been approved, and when can support begin?
- ☐ Will support be provided by the HSE or an HSE-approved provider?
- ☐ Can we choose Consumer Directed Home Support, and which providers are approved?
- ☐ How do provider rates, days and times affect the number of hours available?
- ☐ Who agrees the schedule and care plan? What happens if preferred times are unavailable?
- ☐ What should the family do if a scheduled worker cannot attend?
- ☐ How are changes in needs reported, and when will the arrangement be reviewed?

Costs and extra help

- ☐ The approved HSE Home Support Service is free. A Medical Card is not required and income is not assessed.
- ☐ HSE-approved providers may not charge above agreed HSE rates or add fees for the funded service.
- ☐ If the family arranges extra hours privately, how should they be kept separate from HSE-funded support?
- ☐ Are there other local services or assessments that may help?

If support is delayed, reduced or refused

- ☐ Can you explain the decision in writing, and is further information needed?
- ☐ Can the assessment be reviewed if needs change?
- ☐ What is the review or appeal route?
- ☐ Who should the family contact if it is becoming difficult to manage safely at home?

Your next step

Keep the decision letter, care plan and contact details together so everyone supporting the person has the same information.

Sources checked 18 July 2026: [HSE - Home Support Service for older people](#) | [HSE - How to apply for Home Support](#) | [HSE - Contact a Home Support Office](#)

Republic of Ireland guidance only. This is general information, not medical, legal or financial advice. Schemes, rates and eligibility rules can change. Check the linked official source before applying or changing an existing arrangement.