



RE: HSE Responses to PAC Correspondence - Cost of Portlaoise Review Group & Brothers of Charity  
 Bryan O'Toole  
 to:  
 PAC@oireachtas.ie  
 18/10/2018 10:27  
 Cc:  
 "Margaret Falsey"  
 Hide Details  
 From: "Bryan O'Toole" <bryan.otoole@hse.ie>  
 To: "PAC@oireachtas.ie" <PAC@oireachtas.ie>,  
 Cc: "Margaret Falsey" <Margaret.Falsey@Oireachtas.ie>  
 History: This message has been replied to.

#### 4 Attachments



17.10.2018 HSE Response to PAC Re Costs of Portlaoise Review Group (PAC32-I-1079).pdf



02.10.2018 PAC Correspondence to HSE - Costs of Portlaoise Review Group [PAC32-I-1079].pdf



17.10.2018 HSE Response to PAC Re Brothers of Charity (PAC32-I-1082).pdf



02.10.2018 PAC Correspondence to HSE - Brothers of Charity [PAC32-I-1082].pdf

Dear Margaret,

Please find attached for the attention of the Committee members the HSE responses to PAC concerning correspondence on the Cost of Portlaoise Review Group and correspondence on the Brothers of Charity.

I have attached the original letters for ease of reference.

Kind regards,

Bryan

On behalf of Ray Mitchell

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Cuimhnigh ar an timpeallacht sula gclóbhualann tú an Rphost seo

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17<sup>th</sup> October 2018

Ms. Margaret Falsey,  
Committee Secretariat,  
Public Accounts Committee,  
Leinster House,  
Dublin 2.

***Re: Incontinence wear at Brothers of Charity Services in Roscommon (PAC32-I-1082)***

Dear Margaret,

I refer to your recent correspondence to the Director General of the Health Service Executive and the request for a briefing note in relation to alleged improper or illegal charging of residents for incontinence wear at the Brothers of Charity Services in Roscommon.

Please find below for the attention of the Public Accounts Committee members a briefing note on the matter as requested.

If any further information is required please do not hesitate to contact me.

Yours sincerely,

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**Ray Mitchell**  
**Assistant National Director**  
**Parliamentary Affairs Division**

***Encl.***

# Briefing Note for the Public Accounts Committee

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## ***Re: Incontinence wear at Brothers of Charity Services in Roscommon (PAC32-I-1082)***

Loyola Lodge service was the first 7 day residential services set up by the Brothers of Charity Services Roscommon in 1996. In 1997 the Manager of the Loyola Lodge Service at the time, requested clarification from the HSE, in relation to funding for incontinence wear. Written correspondence was received from the Director of Public Health Nursing HSE which stated that service users availing of 7day residential supports would not receive funding for these products. On this basis Brothers of Charity Services, Roscommon deducted the cost of incontinence wear from 6 service users between 2002 and 2013.

This practice of charging for incontinence wear was stopped in 2013 following the investigation of a complaint made by one family of a service user of the Brothers of Charity Roscommon. At the same time the HSE Synergy project was commenced and extended to all 7day residents of the Brothers of Charity Service in Roscommon. (Synergy Project: A continence advisor advises on the appropriate incontinence wear for a person which is delivered free of charge to their home or healthcare facility).

The calculation of refunds to the son of the complainant and 5 other Brothers of Charity Roscommon service users was as follows:

1. The period from when the service users commenced payment for incontinence wear until 2005 with the introduction of legislation outlining changes for residential 24 hour nursing care.
2. From 2005 to when the service users nursing needs changed and when they became tenants of Roscommon Housing Association and as a result were no longer subject to residential charges legislation.

Community Healthcare West is aware of one other service provider who was charging one resident for a very short period in 2017. This practice was discontinued and the client was set up on the synergy system.

All intellectual disability service users in both HSE and non HSE services in Community Healthcare West have access to a HSE Continence Advisor and receive all of their products free of charge from the Synergy Project.

The HSE has been aware of the issue of overcharging of service users since 2013 and was involved in the decision to stop the charge. The HSE Area Manager met with one of the families in 2014 to explain what had happened. In addition a family referred the case to the Ombudsman and in November 2014 his office confirmed by email that the Ombudsman had completed an examination of the case and regards the case as closed.

In 2018 €105,335 has been provided on a once off basis to the Brothers of Charity to refund clients for the inappropriate charges for incontinence wear. This amount has been recorded in the latest Revision of the letter of allocation issued to the Brothers of Charity in Roscommon. The process surrounding the refund of clients has been discussed as part of our ongoing Service Agreement Review meetings with the Brothers of Charity.

The Director of Services in the Brothers of Charity Service Roscommon has confirmed that all 6 service users who were charged for incontinence wear have received a full refund.

***Community Operations  
Health Service Executive  
October 2018***



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17<sup>th</sup> October 2018

Ms. Margaret Falsey,  
Committee Secretariat,  
Public Accounts Committee,  
Leinster House,  
Dublin 2.

**Re: Costs of Portlaoise Review Group**

Dear Margaret,

I refer to your correspondence of 2<sup>nd</sup> October 2018 seeking information in relation to the direct and indirect costs of the Portlaoise Review Group.

The direct costs of the Portlaoise Review Group Report are as follows :

<i>Legal Fees</i>	€94,340
<i>Investigation Team</i>	€305,320.34
<b>Total</b>	<b>€399,660.34</b>

There were no significant indirect costs recorded as all members of the Review Group were external to the service.

Should you require any clarification or further information please do not hesitate to contact me.

Yours sincerely,

**Ray Mitchell**  
Assistant National Director  
Parliamentary Affairs Division