# IPAS/IPPS Inspection Report

	Linden House
Centre:	
	Audrey Walsh
IPAS Inspector:	
	20 <sup>th</sup> November 2020
Date of Inspection:	
	10.00 - 13.30
Time of Arrival &	
Departure:	

# Part 1 General Information on Services

Centre: Linden House, Killarney

Date of Inspection: 20<sup>th</sup> November, 2020

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		-	
Contractor	Thomas Duggan		
Manager	Nemanja Babic		
Who deputises for manager in his/her	Give Job Title only		
absence?	Deputy manager/reception	onist	
absence:			
Telephone Number	064 6631379		
Current Contracted Capacity	88		
Current Occupancy (today)	75		
Current Centre Profile (e.g., singles, families etc.)	Single males		
HSE Area	South West		
Public Health Nurse	Mary O'Connor		
DSP / CWO name	Kate Stack		
Environmental Health Officer name	Geraldine Mangan		
Local Fire Officer Name	Padraig Mangan		
Local Fire Station	Killarney		
	<u>.</u>		
Is the Centre certified by any Quality Manager (i.e. Q Mark, ISO)?:	ment System Yes	No 🗵	
If yes, please give details:	<u> </u>		
What was the date of the last certification	?		
Have you a copy of the Certification	Yes	No 🗌	
2. Please provide a copy of the follow	ing	Check List	
Official Pagistar		Check List	
Official Register			
Menu Cycle N/A			
Staffing Lists as follows:			
1. Full list of staff employed at the centre (indicating Names, Titles,			
Roles, etc.,)  2. Indicate who is on duty at time of inspection (today)			
3. a separate list of Designated Liaison Persons (child protection)			

#### **3** GENERAL SECURITY & EMERGENCY DETAILS

Is 24 hour supervision provided?	(Y/N)	Yes 🛛 No 🗌
Give details of roster hours		Manager 08:30 - 17:30.
		Night porter 17:30-22:30, 22:30-08:30
Is security provided by external company?	(Y/N)	Yes No 🖂
If yes, give name of company:		
Does the centre have CCTV?	(Y/N)	Yes 🛛 No 🗌
Is a list of emergency numbers available in the	9	Yes 🛛 No 🗌
Manager's office?		
Does the list include the following numbers?	(Y/N)	Yes 🛛 No 🗌
Local Garda station 24 hr number		
Local hospital		
Local fire station		If no, give details:
Duty Social Work Team		
Out of hours GP Service		
IPAS out of hours number		
Are first aid kits available?	(Y/N)	Yes No
Where and how many?		2-1x kitchen, 1x reception
Who is responsible for first aid restocking?		Job title <u>only</u> (not name) of person responsible:
		Manager
Is there a defibrillator in the centre?		Yes No 🖂
How many staff been trained to use it?		

#### 4 HEATING ARRANGEMENTS

What type of heating is used in the centre?	Gas
Do residents have control of the heating in their own	Yes 🛛 No 🗌
bedroom?	
If no, what arrangements are in place?	
What are the heating 'ON' times?	Dependant on weather conditions

#### 5 HOUSE RULES

Are residents provided with a copy of the House Rules	Yes 🛛 No 🗌
on arrival?	
How does centre management explain house rules to	Residents are issued with rules on
residents on arrival?	initial arrival which they sign
	acknowledgement receipt for.

#### 6 ARRANGEMENTS FOR RESIDENTS & VISITORS (keys / storage / toiletries)

	( - / - /
Are residents issued with key for their bedroom?(Yes/No)	Yes 🛛 No 🗌
Are residents issued with key for main door? (Yes/No)	Yes No
If no, give details	Intercom system which is always
	monitored.
Are there procedures to allow residents to receive	Visitors sign in at reception. However,
visitors? (Give details)	in line with level 5 Covid restrictions at
	time of inspection, all visiting has been
	suspended.
Outline visiting times:	Suspended
In what areas are visitors allowed in the centre?	N/A
Any other relevant information:	
Is there a facility for storage of residents' valuables*?	Storage available in bedrooms – store
(Give details.) (* Storage is at resident's own risk)	room also available
What toiletries are provided to residents on arrival?	Buy as required in shop
What arrangements are in place to replenish these	Buy as required in shop
items?	

## 7 ARRANGEMENTS FOR MAINTENANCE

Does the centre have a written procedure in place	Yes	$\boxtimes$	No	
for residents to report maintenance issues? (Yes/No)				
Is there a maintenance day book? (Yes/No)	Yes	$\boxtimes$	No	
Describe the maintenance procedure at the centre:				
Residents notify reception of any maintenance issue	s.			

## 8 CHILD PROTECTION

Are measures in place to inform staff and visitors of RIA's	N/A - No children resident on site
Child Protection Policy?	
(Give details)	
Are visitors asked to sign a declaration agreeing to	N/A
adhere to the child protection policy?	
Where is declaration held?	N/A
Is there a sign in book for visitors? Where?	N/A
Are there notices on public display giving name and	N/A
contact details of Designated Liaison Person? Where?	
Have Designated Liaison Persons received HSE training?	N/A
Are notices prominently displayed regarding parental	N/A
supervision of children? Where?	

#### 9 FOOD SAFETY

Has a HACCP system been implemented? (Yes/No)	Yes No
Have the premises been inspected by an Environmental	Yes No
Health Officer? (Yes/No)	
Date of last visit of Environmental Health Officer:	08/01/2019

10 NUTRITION / SCHOOL LUNCHES / BABY FORMULA (general arrangements)

Are residents consulted regarding menu / dietary requests? (Give details.)	Yes – chef is available to meet with residents to discuss the menu
Provide details opposite: Which of the following are provided for school children's packed lunches:  Sandwich? What sandwich fillings are available: Cheese? Ham? Chicken? Tuna? Jam? Other?  Drinks? Juice? Water?  Yogurt?  Fruit?  Other	N/A  Please also provide details of the system for distribution of school lunches:
Is infant formula kept out of public view?	N/A - No children resident
What arrangements are in place for distribution of infant formula?	N/A

#### 11 ARRANGEMENTS FOR REFRESHMENTS / MEALS OUTSIDE NORMAL MEAL TIMES

Are tea / coffee / drinking water / Snacks etc.	Yes 🛛 No 🗌
available outside mealtimes?	
What food/snacks are available after hours or when	Tea/coffee available, fruit and bread available
kitchen is closed?	on request and can be purchased in shop.
Where are the snacks located and how are they	On request.
accessed?	
Are meals available for residents who arrive late?	Yes 🗌 No 🖂
(Give details.)	They buy their own food.
Are meals available for new arrivals?	Yes – shopping will be provided for them.
(Give details)	
Are packed lunches available for residents	Yes 🗌 No 🖂
travelling to Dublin on official business?	They buy their own food.
(Give details)	
If the inspection takes place during Ramadan this	N/A
section must be completed.	
What arrangements are in place to facilitate	
residents observing a fast during Ramadan?	

4.3	FACILITIES	FOR FEEDI	NIC DADIEC
12	FACILITIES	FOR FFFDI	NG BABIES

Are the following available?	Yes/No <b>N/A</b>
Access to drinking water (for breastfeeding mothers	Yes No 🛛
/ for preparation of infant formula)	
Sterilisers	Yes No 🖂
Kettles	Yes No 🖂
Fridge (for bottles of EBM* / formula) *Expressed	Yes No 🖂
Breast Milk	
Bottle Warmer	Yes No 🖂
Microwave	Yes No 🖂
Are these facilities available 24 hours a day	Yes No 🖂
Is there a dedicated room provided?	Yes No 🖂
Where?	

#### 13 INDOOR FACILITIES

Are the following are available to residents?	Yes/No	
Computers with Internet access	Yes No	
WIFI	Yes 🛛 No 🗌	
DVD player	Yes No 🖂	
Computer Games	Yes 🛛 No 🗌	
Snooker Table	Yes No 🖂	
Pool Table	Yes 🛛 No 🗌	
Table Tennis Table	Yes No 🖂	
Board Games	Yes No 🖂	
Newspapers	Yes No 🖂	
Books	Yes 🛛 No 🗌	
Toys / games for children	Yes No 🖂	
Other	X box and play station available	
Give details of any other arrangement or other		
comments:		

#### 14 TRANSPORT ARRANGEMENTS

Is there a bus service provided?	Yes 🗌 No 🔀
(Yes/No):	
Where does the service go to?	Centre located in the middle of town
What is the frequency of the service?	
(List time table opposite)	

#### 15 TV SYSTEM

Is there a specific TV system in place?	Yes 🛛 No 🗌
(give details)	Saorview and Sky Sport
An average, how many TV channels are provided to residents?	Saorview and Sky Sport
Are residents allowed to erect satellite dishes?	No

16 LAUNDRY FACILITIES (General Arrangements)

Are Laundry facilities available in the centre? (Y/N)	Yes No
If No, what service is provided?	
Who launders towels and bedlinen?	Residents
(e.g., residents, staff, other, etc)	
What procedures are in place for the exchange of	Exchanged every 6 months but can also be
towels and bed linen at the centre?	purchased from the shop.
What procedures are in place for ironing boards	Available from reception
and irons?	
How is washing powder / tablets supplied?	Bought in shop
Are there specific arrangements for access to the	Laundry open 24/7
laundry (give details):	

17 CLEANING (General Arrangements)

Yes No
Residents can also buy their own products
in the shop
Vacuum cleaner, brushes, polish,
sanitisers,
toilet cleaner and air fresheners
Available from reception
Discussion held between resident and
manager as to cleaning requirements. Staff
will provide assistance, if required.

## PART 2

# Room by Room Inspection

Centre: Linden House, Killarney

Date of Inspection: 20th November, 2020

## **Section A- Administration / Communal areas**

Have you seen the following?

		Location of display
Up to date House Rules		Reception
Complaint Forms		Reception
Accident/ Incident procedure		Reception
·	<b>-</b>	
HSE Breastfeeding Posters		N/A
(if applicable)		
Designated Liaison Person details		N/A
(Child Protection)		
Supervision of children notice		N/A
Gym Notices (Child Safety – if applicable)		N/A
•	<b>-</b>	
IOM Voluntary Return Posters		Reception
Anti Human-Trafficking Posters		Reception
'NO to Violence & Harassment' Posters		

#### **Staff Awareness**

Did you see the IPAS Code of Practice*?	
Are all staff aware of IPAS Code & House Rules?	
How are staff made aware of IPAS Code & House Rules?	
New members of staff sign off on the Code and House Rules	

<sup>\*</sup>A Code of Practice for persons working in accommodation centres

All staff participated in Children First Training in 2018

#### **FIRE SAFETY**

You should record the last 2 entries on the fire register for each of the following sections:

#### **EMERGENCY LIGHTING INSPECTION SCHEDULE**

<u>Date</u>	Inspected By (Company Name / Position)	<u>Comments</u>
26/07/2019	Pat Lyons	Ok
19/11/2020	Staff	Ok
18/11/2020	Staff	Ok

#### FIRE ALARM & DETECTION SYSTEM INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	ОК	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
19/11/2020	Staff		Ok	No	Yes
18/11/2020	Staff	$\boxtimes$	Ok	No	Yes
04/02/2020	Allied Fire	$\boxtimes$	Ok	No	Yes
	Protection				
03/07/2020	Allied Fire	$\boxtimes$	Ok	No	Yes
	Protection				

#### FIRE FIGHTING EQUIPMENT INSPECTION SCHEDULE

(Include all fire extinguishers, hose reels and fire blankets.)

(						
Date	Inspected By (Company	OK	Defect	Remedial Action	Sign Off	
	Name / Position)			Taken (Y/N)	Y/N	
19/11/2020	Staff	$\boxtimes$	Ok	No	Yes	
18/11/2020	Staff		Ok	No	Yes	
30/06/2020	Munster Fire Safety		Ok		Yes	

#### FIRE EXIT DOORS / MEANS OF ESCAPE INSPECTION SCHEDULE

Date	Inspected By (Company	ОК	Defect	Remedial Action	Sign Off
	Name / Position)			Taken (Y/N)	Y/N
19/11/2020	Staff		No	No	Yes
18/11/2020	Staff	$\boxtimes$	No	No	Yes

#### FIRE DRILL PROCEDURE INSPECTION SCHEDULE

Date & Time	Numbers of staff involved in drill	No. of residents present / evacuated **	Evacuation Time	Comments
04 /05 /0000	4	26	4 mins	All went well
01/06/2020 3:00pm				

#### **STAFF INSTRUCTION AND TRAINING (Fire Safety)**

Job Description	Course	Instructor	Duration	Date
All staff	Fire Safety	C O'Leary	Half day	08/01/18
		Allied Fire		

#### FIRE EXITS, EMERGENCY LIGHTING, SMOKE ALARMS, FIRE NOTICES

(in corridors & common areas)

( 551114515 & 5511111511 & 1545)				
Are fire exits clear from obstruction?	Yes			
Are they unlocked?	Yes			
Are fire exits clearly posted throughout the building?	Yes			
Are all fire doors kept closed?	No			
Comments: A number of fire doors have been wedged open throughout the centre.				

Comments: A number of fire doors have been wedged open throughout the centre. Manager advises that it is residents who do it and that staff try to keep them closed.

## **Administration Area:**

Receptio	n:						
Is the area generally clean?							lo 🗌
If no plea	se give det	ails:					
Visual Ch	eck: Have	vou noticed	any issues	requiring attention	? \	'es \	No 🖂
		•	ing, notices, c				
If yes ple	ase detail:						
	0.T000 T0		,				
IAFF/VI	Number	Soap	e Location)  Toilet	: Ground floor Hand Towels /	Hot	Sanitar	v Rins
	Namber	Soup	Paper	Dryers	Water	Janitai	y Dillo
Staff	1	$\boxtimes$		$\boxtimes$	$\square$	Г	
Visitors	1						<u>-</u>
Is there a	cleaning so	chedule dis	played?		Yes	No No	
				ktra cleaning is bei	ng carried o	ut as part	of
efforts to	combat Co	ovid.					
	cilities worl				Yes		
		-		requiring attention			
		The toilet a	rea is quite	cluttered and acce	ss is somew	hat blocke	ed by
equipme	nt.						
CORRID	OR – Grou	nd floor					
<b>Is</b> the are	ea generally	clean?			Yes	] No	
If no plea	se give det	ails :					
Visual Ch	eck: Have	vou noticed	any issues	requiring attention	? Yes	No D	$\overline{\Box}$
		,					
ir yes pie	ase detail:						
Commun	al room:						
Is the are	a generally	clean?			Υ	′es 🛛 🛮 N	lo 🗌
If no plea	se give det	ails:					
Visual Ch	eck: Have	vou noticed	any issues	requiring attention	? \	'es N	No 🖂
		•	ing, notices, d		· 	·	- 2
				idy, Pool table avai	lable but n	ot for use a	t present
	ovid restrict						
Wi-fi ava	ilable thro	ughout the	building				

### **OUTDOOR GROUNDS / FACILITIES**

Please rate the following:

or training.

	Very Good	Adequate	Poor*	Needs urg	ent attention*
Condition of exterior of centre					
Paintwork of the centre					
Maintenance standard of the					
grounds (e.g. grass cut,					
walkways clear etc.)					
Cleanliness of the grounds					
(ie., evidence of rubbish etc.) Where you have rated * ple	 	ils and samm	onts		
where you have rated * pie	ase provide deta	ans and commi	ents:		
A th f:!!t! :!	- la la . <b>f</b> a . a . la il al . a . a			No [	] NI/A
Are there any facilities avail				No _	N/A
	is very well prese	ented. The rea	ar area is b	eautifully a	ppointed
with flower pots and picnic	tables.				
with flower pots and picnic  AUNDRY ROOM					
AUNDRY ROOM		hing Machines			Oryers
AUNDRY ROOM  Number	Wasl	hing Machines <b>6</b>	;	[	Oryers <b>6</b>
AUNDRY ROOM  Number  Do they appear to be in wo	Wasl rking order?	6		]	
AUNDRY ROOM  Number  Do they appear to be in wo	Wasl	6		]	
AUNDRY ROOM  Number  Do they appear to be in wo	Wasl rking order?	6			
AUNDRY ROOM  Number  Do they appear to be in wo	Wasl rking order?	6		2	
AUNDRY ROOM  Number  Do they appear to be in wo	Was rking order? <b>en 24/7 – 1 drye</b>	6 er not working		[	
AUNDRY ROOM  Number  Do they appear to be in wood  Comments: Laundry is op	Was rking order? <b>en 24/7 – 1 drye</b>	6 er not working		Yes 🔀	
AUNDRY ROOM  Number  Do they appear to be in wood Comments: Laundry is options of the comments	Was rking order? <b>en 24/7 – 1 drye</b>	6 er not working			6
AUNDRY ROOM  Number  Do they appear to be in wook Comments: Laundry is open Annexed Rooms in Garder Is the area generally clean?	Wasi rking order? en 24/7 – 1 drye n – Quiet room	6 er not working /Meeting roo	om:		6
AUNDRY ROOM  Number  Do they appear to be in wook Comments: Laundry is open  Annexed Rooms in Garder Is the area generally clean?  If no please give details:	wash rking order? en 24/7 – 1 drye n – Quiet room iced any issues r	6  r not working  /Meeting rod  equiring atten	om:	Yes 🖂	No [

main building so as to offer a quite private space for residents to use for reading or meetings

#### **DINING AREA:**

#### Please outline the meal times:

Breakfast	riease outilite the mea	rease oddine the meal times.					
own meals and can access the dining room when they wish.  Lunch		From	То				
the dining room when they wish.  Lunch	Breakfast	N/A – residents cool	their				
wish. Lunch N/A Dinner N/A  Which is the main meal of the day:		own meals and can a	ccess				
Uniner   N/A   N/A		the dining room who	n they				
Which is the main meal of the day:    Lunch		wish.					
Which is the main meal of the day:    N/A - residents cook their own meals	Lunch	N/A					
Which is the main meal of the day:    Lunch	Dinner	N/A					
Is menu cycle available?    Yes			<u> </u>				
Is menu cycle available?  Yes No N/A  If no, give details of all menu options on day of inspection:  Breakfast Lunch Dinner  Is menu cycle on display?  Yes No N/A  Does menu cycle correspond with options available?  If no, ask manager for explanation and provide details: Slight variations to take into account preferences of residents  Which meal was sampled?  Breakfast Lunch Dinner  Which meal was sampled?  Which meal was sampled?  Breakfast Lunch Dinner Please describe the meal in detail (e.g. was it hot / cold, bland / spicy etc.)  N/A  Was there a vegetarian option?  (note salad and vegetables alone are not considered as vegetarian option)  Sive details of this option:  Was fresh foods available for Infants?  (as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there enough seating for residents present to sit down and eat their lunch?  Yes No  Sit Shere and Managed seating for residents present to sit down and eat their lunch?	Which is the main meal	of the day:	Lunch Ding	ner 🗍			
If no, give details of all menu options on day of inspection:    Breakfast							
If no, give details of all menu options on day of inspection:    Breakfast			N/A _ residents co	ook their own meals			
If no, give details of all menu options on day of inspection:    Breakfast	Is many cycle available?						
If no, give details of all menu options on day of inspection:    Breakfast	is menu cycle available:						
Breakfast Lunch Dinner    S menu cycle on display?			N/A				
Breakfast Lunch Dinner    S menu cycle on display?							
Is menu cycle on display?    Second   S		menu options on day	of inspection:				
Is menu cycle on display?    Yes							
Is menu cycle on display?    Yes							
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If no, ask manager for explanation and provide details: Slight variations to take into account preferences of residents  Which meal was sampled? Breakfast Lunch Dinner Please describe the meal in detail (e.g. was it hot / cold, bland / spicy etc.)  N/A  Was there a vegetarian option? Yes No Give details of this option: N/A  Were there ethnic dishes available? Yes No Give details of this option: N/A  Was fresh foods available for Infants? Yes No Give details of this option: N/A  Was fresh foods available for Infants? Yes No Give details of this option: N/A  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan? Yes No Give If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room? Yes No Give Is there enough seating for residents present to sit down and eat their lunch?			N/A				
Which meal was sampled?  Breakfast	Does menu cycle corres	pond with options ava	lable? Yes	No			
Which meal was sampled?  Breakfast	If no, ask manager for ex	xplanation and provide	details:				
Which meal was sampled?  Breakfast	Slight variations to take	into account preferen	ces of residents				
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(note salad and vegetables alone are not considered as vegetarian option)    N/A		ontion?	Yes	No 🗆			
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Give details of this option:  Were there ethnic dishes available?  Give details of this option:  N/A  Was fresh foods available for Infants? (as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?			N/A				
Were there ethnic dishes available?  Give details of this option:  Was fresh foods available for Infants? (as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?							
Give details of this option:  Was fresh foods available for Infants? (as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?	·			No.			
Was fresh foods available for Infants?  (as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Yes No  Is there enough seating for residents present to sit down and eat their lunch?				NO			
(as per HSE Infant Feeding Guidelines)  In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?				NI:			
In your opinion, does the food on offer appear to provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?				<b>—</b>			
provide a good variety?  Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?	•						
Did inspection take place during Ramadan?  If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?		e food on offer appear	to Yes	No			
If yes, please outline arrangements for provision of meals outside of normal mealtimes, (medical or other appointments, etc.):  Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?  Yes No eat their lunch?							
(medical or other appointments, etc.):         Is there any damaged seating or tables in dining room?       Yes □ No □         Is there enough seating for residents present to sit down and eat their lunch?       Yes □ No □							
Is there any damaged seating or tables in dining room?  Is there enough seating for residents present to sit down and eat their lunch?  Yes No eat their lunch?							
Is there enough seating for residents present to sit down and eat their lunch?	(medical or other appointments, etc.):						
Is there enough seating for residents present to sit down and eat their lunch?							
eat their lunch?	•	_					
		for residents present t	o sit down and Ye	s 🖂 No 📙			
Comments: Dining area was clean and tidy	eat their lunch?						
	Comments: Dining area	was clean and tidy					

#### **KITCHEN AREA: Food Safety Critical Requirements**

Is there a dress code for kitchen and servery staff Please outline N/A – the centre is now fully independent Living and residents cook for themselves in the communal kitchen.

Has the manager shown you HACCP Certificates for chefs?	N/A
Was the fridge temperature showing as being between 1 and 5°C?	
Did you see evidence that the fridge temperature is recorded daily?	
Was the freezer temperature showing as being-18°C or below?	
Did you see evidence that freezer temperature is recorded daily?	N/A
Are dry food stuffs stored on shelving? (all dry goods should be stored off	N/A
the ground)	
Has it been demonstrated to you that cooked food is at a temperature	N/A
above 72°C?	
Is the temperature recorded for all food services (lunch &dinner)	N/A
Is there a record of daily cleaning of kitchen, food service and dining	
areas?	
Have you seen a record of periodic deep clean of all floors, under and	N/A
behind cookers/fridges etc.?	
Are bins with waste food covered/lidded ?	
Are fly screens present on windows and doors into kitchen?	

Where you have not checked boxes above, please provide further details, including any specific corrective actions you may have requested: The kitchen is bright and spotlessly clean. There are 6 cookers for shared use. Residents have their own pots which they use to cook their food. All residents have fridges in their rooms and there is one large one in the kitchen. Residents clean up after they have cooked and staff can assist if necessary, but Manager informed me that is rarely necessary.

## **Bedrooms:**

CLEANING	(General Arrangements)
----------	------------------------

<u>CLEANING (General Arrangements)</u>							
How often are	How often are bedrooms inspected?			ekly 🗌	Week	ly 🖂	
Who cleans th	e bedrooms?		Staff		Residen	ts 🖂	
How often do	staff clean the bed	drooms?	Weekly		fortnigh	tly	
			Monthly		Other		
					As requ	uired	
Are there cleaning materials and equipment							
provided by m	anagement for res	sidents?	Yes	$\boxtimes$		No 🗌	
What cleaning	equipment is ava	ilable to	Cloths, b	rushes,	sprays, to	ilet cleane	er, hoover,
residents?			mop. Al	l can b	e purchas	sed from	the shop
What arranger	ments are in place	if rooms are	Resident	s are as	ked if they	wish to I	nave their
not cleaned su	ifficiently by reside	ents?	room cle	aned. S	taff will pr	ovide ass	istance, if
			necessar	у.			
ROOM NUMB	ER:1						
Room Profile:		Ro	om Capac	ity:	Roc	m Occupa	ancy:
Shared		2	•		1		
TV	Ensuite	Shared Bat	hroom	Smo	ke Alarm	Fir	e Notice
$\boxtimes$		$\boxtimes$			$\boxtimes$		
	Very Good	Adequat	e Po	or *	Need	s urgent a	ttention *
Cleanliness		$\boxtimes$					
Is everything in	n working order?		Yes	$\boxtimes$	No *		
If *, please giv	e details :						
ROOM NUMB	ED·2						
Room Profile:	LIV. Z	Ro	oom Capac	itv:	Roc	m Occupa	ancv.
Shared		2	Join Capac	icy.	2	ли оссар	arrey.
TV	Ensuite	Shared Bat	hroom	Smo	ke Alarm	Fir	e Notice
							$\square$
							$\boxtimes$
	Very Good	Adequat	e Po	or *	Need	s urgent a	ttention *
Cleanliness							
Is everything in	n working order?		Yes	$\boxtimes$	No *		
If *, please give details :							
Bathrooms beside Room 2:							
Is the area generally clean? Yes No							
If no please give details:							
	Have you noticed gns, hazards, lightin		_	ntion?	Ye	s N	lo 🛚
	etail: There are 2			ilet			
, ==  5.0000 a.							

ROOM NUMB	ER 3					
Room Profile:		Ro	Room Capacity:			n Occupancy:
Single		1	1			
TV	Ensuite	Shared Bat	Shared Bathroom Smoke A		e Alarm	Fire Notice
					$\boxtimes$	$\boxtimes$
	Very Good	Adequat	e Po	or *	Needs	urgent attention *
Cleanliness						
	n working order?		Yes	∑ No	o * 📗	
If *, please give	e details:					
Bathrooms be					Yes	No □
If no please giv						
	Have you noticed		_	ntion?	Yes	□ No ⊠
	<i>gns, hazards, lightil</i> etail: <b>There are 2</b>	-		ilot		
ii yes piease u	etaii. There are 2	. snower/tonet	s and I to	iiet		
ROOM NUMB	ER 4	T_			1_	
Room Profile:			om Capac	ity:		n Occupancy:
Shared	F	Charact Bat	l	C l	2	E' Not'
TV	Ensuite	Shared Bat	nroom	Smoke	e Alarm	Fire Notice
					$\boxtimes$	
	Very Good	Adequat	e Po	or *	Needs	urgent attention *
Cleanliness						
Is everything in	n working order?		Yes	N N	o *	
If *, please give	e details:					
ROOM NUMB	ER 5A					
Room Profile:			om Capac	ity:		n Occupancy:
Shared	Francita .	Charad Dat	مرم مرم	Conneli	<b>1</b> e Alarm	Fine Nation
TV	Ensuite	Shared Bat	nroom	Smoke	e Alarm	Fire Notice
					$\times$	
Cleanliness	Very Good	Adequat	e Po	or *	Needs	urgent attention *
	n working order?		Yes	  ∑  NI	o *	
If *, please give			162		<u> </u>	
ii , piease givi	e uctalis.					

ROOM NUMB	ER 6A								
Room Profile:		Roon	n Capacity:	Roc	Room Occupancy:				
Shared		2		2					
TV	Ensuite	Shared Bathroom		Smoke Alarm	Fire Notice				
$\boxtimes$	$\boxtimes$			$\boxtimes$					
	Very Good	Adequate	Poor *	<sup>c</sup> Need	s urgent attention *				
Cleanliness									
Is everything in working order? Yes No*									
If *, please giv	e details:								
ROOM NUMB	ER 7A								
Room Profile:		Room	Capacity:	Room	Occupancy:				
Shared		4		3					
TV	Ensuite	Shared Bathroo	om Sm	oke Alarm	Fire Notice				
	Very Good	Adequate	Poor *	Needs	urgent attention *				
Cleanliness	anliness \								
Is everything in working order? Yes No *									
If *, please giv	e details: Everyth		rder but th	ere is slight m	ould in En-suite.				
STAIRWAY	Ground to 1st Flo	oor							
Is the area ger	nerally clean?			Yes 🖂	No 📙				
If no please given	ve details:								
	Have you noticed a	•	-	on? Yes	No 🛚				
If yes please d	etail:								
CORRIDOR	1 <sup>st</sup> Floor								
Is the area ger				Yes 🖂	No				
If no please given	ve details :								
Visual Check:	Have you noticed a	any issues requir	ing attentic	on? Yes	No				
If yes please d makeshift wee		as wedged open	– Manager	immediately (	closed it and removed				

ROOM NUMBE	ER 5								
Room Profile:			Room (	Capad	city:		Roor	n Occupancy:	
Single			1				1		
TV	Ensuite	Shared	Bathroo	m	Smok	e Ala	rm	Fire Notice	
								$\boxtimes$	
	Very Good	Adeq	uate	ate Poor *			Need	ds urgent attention *	
Cleanliness									
Is everything in	working order?			Y	es		No*	$\boxtimes$	
If *, please give	e details: Ensuit	e: Mould	on ceilir	ng					
ROOM NUMBE	ER 6								
Room Profile:			Room (	Capad	ity:		Roor	m Occupancy:	
Single			1				1		
TV	Ensuite	Shared	Bathroo	m	Smok	e Ala	ırm	Fire Notice	
								$\boxtimes$	
	Very Good	Adeq	uate	Ро	or *		Need	ds urgent attention *	
Cleanliness		$\triangleright$							
Is everything in			Y	es 🖂		No*	$\Box$		
If *, please give									
ROOM NUMBI Room Profile:	ER 7		Room	n Cap	acity:			oom Occupancy:	
Shared	Facility	Clasus	2		C	-1	2	Fine Notice	
TV	Ensuite	Snare	d Bathro	om	Sm	оке л	Alarm 1	Fire Notice	
			Ш	1			1		
	Very Good		quate		Poor *		Nee	eds urgent attention *	
Cleanliness					<u> </u>				
Is everything in	working order?			Y	es 🖂		No*		
If *, please give	e details:								

ROOM NUMB	ER 8								
Room Profile:			Room Capacity:				Room Occupancy:		
Shared			3			3	3		
TV	Ensuite	Shared	Bathroo	Sathroom Smoke		e Alarm		Fire Notice	
$\boxtimes$	$\boxtimes$					$\times$			
	Very Good	Adeq	uate	Po	or *	Nee	ds ur	gent attention *	
Cleanliness									
Is everything i	n working order	?		Y	es	No *	$\boxtimes$		
	e details: Ensui e fire notice was		ttentior	n, som	e mould	l on walls	and	tiles need	
ROOM NUMB	ER 9 – ISOLA	TION ROO				1			
Room Profile:				n Capa	acity:			Occupancy:	
Shared	T	1	3			9			
TV	Ensuite	Share	d Bathro	oom	Sm	oke Alarn	n	Fire Notice	
	Very Goo	d Ade	equate	F	oor *	Ne	eds ι	rgent attention *	
Cleanliness									
Is everything i	n working order	?		Y	es 🖂	No *			
ROOM NUMB	ER 10		•			-			
Room Profile:			Room	Capac	ity:	Roc	m O	ccupancy:	
Shared			2			1			
TV	Ensuite	Shared	Bathroo	om	Smoke	e Alarm		Fire Notice	
	$\boxtimes$					$\boxtimes$		$\boxtimes$	
	Very Good	Adeq	uate	Po	or *	Nee	ds ur	gent attention *	
Cleanliness									
Is everything i	n working order	?		Y	es 🗌	No *			
If *, please giv	e details: <b>Light k</b>	roken in e	nsuite.						
ROOM NUMB	ER 11								
Room Profile:			Roor	n Capa	acity:	F	Room	Occupancy:	
Shared			2		-	2		-	
TV	Ensuite	Share	d Bathro	oom	Sm	oke Alarn	n	Fire Notice	
								$\boxtimes$	
	Very Goo	d Ade	equate	F	Poor *	Ne	eds ι	irgent attention *	
Cleanliness									
	n working order	; 	<u> </u>	Y	es 🔀	No *			
	e details: Slight		the ceili				<u> </u>		

ROOM NUMBE	R 12								
Room Profile:	.N 12		Poom	Capacit	···	Poor	m Occupancy:		
Shared			2	Capacit	у.	2	ii Occupancy.		
TV	Ensuite	Charo	d Bathro	om	Smak	e Alarm	Fire Notice		
N N	Elisuite	Silare		OIII			Fire Notice		
					L L	$\boxtimes$			
	Very Good	l Ade	equate	Poo	r *	Needs	urgent attention *		
Cleanliness				$\geq$	1				
Is everything in	working order?			Yes	$\boxtimes$	No *			
If *, please give	details: <b>Everyt</b>	hing was i	n workin	g order	but the	room wa	s very untidy and		
there was food	litems lying aro	und which	appeare	ed to be	a few o	days old.			
ROOM NUMBE	R 13		Т						
Room Profile:				Capacity:			Occupancy:		
Shared	ı		2	T		2			
TV	Ensuite	Shared	Bathroor	n S	moke A	Alarm	Fire Notice		
	$\boxtimes$				$\boxtimes$				
	Very Good	Adeq	uate	Poor *	k	Needs (	urgent attention *		
Cleanliness									
Is everything in working order?  Yes No *									
If *, please give details: There was evidence that resident was smoking in the room. The bath									
requires attent									
ROOM NUMBE	R 14								
Room Profile:			Room C	Capacity:		Room (	Occupancy:		
Shared			2			2	,		
TV	Ensuite	Shared	ared Bathroom		moke A	Alarm	Fire Notice		
$\boxtimes$					$\boxtimes$				
	Very Good	Adeq	uate	Poor '	k	Needs (	Needs urgent attention *		
Cleanliness			1						
	working order?		<u> </u>	Yes	$\neg$	No *			
	details: <b>Ensuite</b>	· Mirror n	aads ura		_		outing The fire		
notice has been			ccus uig	ciit atte		us does giv	Juling. The me		
Hotice Has been	ii removeu.								
ROOM NUMBE	R 15								
Room Profile:			Room	Capacit	v:	Rooi	m Occupancy:		
Shared			2	Сарасле	<i>,</i> ·	2	n occupancy.		
TV		Share	d Bathro	om	Smok	e Alarm	Fire Notice		
. •	Ensuite								
	Ensuite				ſ	X	The Notice		
$\boxtimes$						$\boxtimes$			
			equate	Poo		$\boxtimes$	urgent attention *		
Cleanliness	Very Good			Poo	r* ]	Needs			
Cleanliness Is everything in		I Ade	equate	Poo  Yes [	r* ]	Needs No *	urgent attention *		

ROOM NUMB	SER 16										
Room Profile:	20		Room	Capac	itv:		Room Occupancy:				
Shared			2	Сарас	,.		2				
TV	Ensuite	Shared	Bathroom Smok			noke	Alarm		Fir	e Notice	
							$\overline{\triangleleft}$				
	Very Good	Adeq	quate Poor *			Ne	eds ui	rgent a	attention *		
Cleanliness											
Is everything i	n working order?			Υ	es [		No *	$\boxtimes$			
If *, please giv	ve details: Ensuit	e: ceiling r	equires	paint	ing.						
ROOM NUMB	SER 17										
Room Profile:			Roor	n Cap	acity:			Room	Occu	pancy:	
Shared			3		•			2			
TV	Ensuite	Shared	d Bathro	oom		Smo	oke Aları	m	F	ire Notice	
$\boxtimes$										$\bowtie$	
	Very Good	l Ade	quate	ı	oor	*	Ne	eeds ι	ırgent	attention *	
Cleanliness											
Is everything in working order?  Yes No *											
ROOM NUMB	SER 18		Roor	n Can:	acity:			Room	Occu	nancy:	
Shared			Room Capacity:				Room Occupancy:				
TV	Ensuite	Shared	d Bathro	oom		Smc	oke Aları		F	ire Notice	
$\boxtimes$	×	onare.				<u> </u>			•	X	
	Very Good	Ade	<del></del> quate		oor	*	Ne	eeds ι	urgent	attention *	
Cleanliness	$\square$										
Is everything i	n working order?			Υ	es [	$\leq$	No*		· ·		
If *, please give Ensuite: .											
					tenti	on?	Yes		No No		
If yes please d		·- ·	•								

CORRIDOR	2 <sup>nd</sup> Floor								
Is the area ge	nerally clean?					Yes	$\boxtimes$	No	
If no please gi	ve details:								
Visual Check:	Have you notice	d any issue:	s requii	ring at	tentior	n? Yes		No	
If yes please d makeshift we	etail: Fire door v	was wedge	d open	– Mai	nager i	mmedi	ately cl	osed it	and removed
ROOM NUME	ER 19								
Room Profile:			Roor	n Capa	acity:		Roor	n Occu	pancy:
Shared			3				3		
TV	Ensuite	Shared	Bathr	oom	Sr	noke Al	arm	F	ire Notice
$\boxtimes$						$\square$			$\boxtimes$
	Very Goo	d Ade	quate	ſ	oor *		Needs	urgent	attention *
Cleanliness			<del>.</del>						
Is everything i	n working order	<del>_</del> ?		Υ	es $\times$	No	*		_
, picase gi	ve details: Evide								
ROOM NUME	ER 20								
Room Profile:			Roor	m Capa	acity:		Roor	m Occu	pancy:
Single			1				1		
TV	Ensuite	Shared	d Bathr	oom	Sr	noke Al	Alarm Fire Notice		
$\boxtimes$						$\boxtimes$			$\boxtimes$
	Very Goo	d Ade	quate	F	Poor *		Needs	s urgent attention *	
Cleanliness	$\boxtimes$								]
Is everything i	n working order	?		Υ	es 🛚	No	)*		
If *, please giv	ve details:								
ROOM NUMB	ER 21	1							
Room Profile:				Capac	ity:			Occupa	ncy:
Shared			3				3		
TV	Ensuite	Shared I	<u>Bathroo</u>	om	Smo	ke Aları	m	Fir	e Notice
$\boxtimes$									
	Very Good	l Adequ	uate	Po	or *	1	Needs ι	urgent a	attention *
Cleanliness									
Is everything i	n working order	?		Υ	es 🔀	No	*		

If \*, please give details:

ROOM NUMBER	22								
Room Profile:			Room	Capaci	ty:		Roor	n Occupancy:	
Shared			3				3		
TV	Ensuite	Shared	Bathro	om	Smok	ke Ala	rm	Fire Notice	
						$\boxtimes$			
	Very Good	Adeq	uate	Po	or *	N	leeds	urgent attention *	
Cleanliness									
Is everything in v	vorking order?			Yes		No*	$\boxtimes$		
If * please give	details: Fire n	otice was	prese	nt but	covere	d by o	coats	. There was a lot	
of power cable	s traversing th	e room w	hich v	vere a	trip haz	zard.	The	en-suite needs	
attention.									
DOOM NUMBER	22								
ROOM NUMBER	23		Doom	Canac	+		Door	m Ossunansu	
Room Profile:			A Room	Capaci	ιy.		Roor 3	n Occupancy:	
Shared	Encuito	Shared	_	om	Cmal	ke Ala		Eiro Notico	
TV	Ensuite	Sildied		UIII	311101	CE AId	1111	Fire Notice	
	Von Cool	Λ al a =:	<u>∟</u>	D.c.	or *		loods	urgent attention *	
	Very Good	Adeq	uate T	PO	or ·	IN	ieeas	urgent attention *	
Cleanliness	<u>                                     </u>			L			· []		
Is everything in working order?  Yes No *   No *									
If *, please give	If *, please give details: Room was very dirty and needs to be deep cleaned.								
ROOM NUMBER	24		Room	ı Capaci	ty:		Roor	m Occupancy:	
Shared			2				1		
TV	Ensuite	Shared	Bathro	om	Smok	ke Ala	Alarm Fire Notice		
$\square$	$\boxtimes$					$\boxtimes$			
·	Very Good	Adeq	uate	Po	or *	N	leeds	urgent attention *	
Cleanliness									
Is everything in v	vorking order?			Yes		No *	* 🗙		
If *, please give		om walls n	eed at	tention					
DOOM AU INADED	20								
ROOM NUMBER	28		Door	Canac	+	1	Doo:	m Occupancy	
Room Profile:			4	Capaci	ıy:		Roor 3	n Occupancy:	
Shared							Fire Notice		
TV 🖂	Ensuite	Silated	Datili 0	UIII	311101	CE AId	1111	Fire Notice	
		1	<u>Ц</u>						
	Very Good	Adeq	uate 7	Po	or *	N	leeds	urgent attention *	
Cleanliness			7			1			
Is everything in v				Yes		No <sup>*</sup>			
		r leading i	nto roc	m is cl	uttered	with	items	. There is mould on	
the bathroom ce	eiling								

ROOM NUMB	ER	29										
Room Profile:					Room Capacity:				Room Occupancy:			
Shared					3				3			
TV		Ensuite		Shared	Bathroom S		Smok	Smoke Alarm			Fire Notice	
								$\boxtimes$			$\boxtimes$	
•		Very Good		Adeq	uate	Pc	or *		Need	ds u	rgent attention *	
Cleanliness	-	$\boxtimes$										
Is everything i	n w	orking order?	)			Υ	'es 🔀	1	No *			
If *, please giv	⁄e d	etails:										
ROOM NUMB	ER	32										
Room Profile:					Roo	m Cap	acity:		R	oor	n Occupancy:	
Shared					4				3			
TV		Ensuite		Share	d Bathr	oom	Sm	oke	Alarm	1	Fire Notice	
$\boxtimes$	L								1			
		Very Goo	d	Ade	quate		Poor *		Nee	eds	urgent attention *	
Cleanliness					$\boxtimes$							
Is everything i	Is everything in working order?  Yes No *											
If *, please giv	/e a	etalis: Fire s	ате	ety notic	e missi	ng.						
ROOM NUMB	ER	33										
Room Profile:					Room	Capa	city:		Rooi	m C	Occupancy:	
Shared					3				3			
TV		Ensuite		Shared	Bathro	om	Smok	e Ala	ırm		Fire Notice	
$\boxtimes$		$\boxtimes$						X			$\boxtimes$	
		Very Good		Adeq	uate	Po	or *		Need	ds urgent attention *		
Cleanliness												
Is everything i	n w	orking order?	)			Υ	'es 🖂	1	۱o *			
If *, please giv	/e d	etails:										
ROOM NUMB	ER	34 – Resid	ler	nt did no	t want	us to	enter th	e ro	om so	it v	was not inspected.	
Room Profile:						Capa					Occupancy:	
Shared												
TV		Ensuite		Shared	Bathro	om	Smok	e Ala	rm		Fire Notice	
$\boxtimes$	_	$\boxtimes$						$\boxtimes$				
-		Very Good		Adeq	uate	Pc	or *		Need	ds u	rgent attention *	
Cleanliness						[						
Is everything i	n w	orking order?	)			Y	'es 🗌	١	No *			
If *, please giv	/e d	etails:										

ROOM NUMB	ER 35									
Room Profile:			Room	Сарас	ity:	R	loon	n Occupancy:		
Shared			3			3	3			
TV	Ensuite	Shared	Bathro	Bathroom Sr		oke Alarm		Fire Notice		
			$\boxtimes$			$\boxtimes$		$\boxtimes$		
	Very Goo	d Ade	quate	Po	or *	Ne	eds	urgent attention *		
Cleanliness			$\overline{\mathbb{X}}$							
Is everything i	n working order	?		Ye	s 🔲	No *	$\boxtimes$			
If *, please giv	ve details: Smok	e alarm wa	s covere	ed and	there v	was over	flow	ing ashtrays visible.		
ROOM NUMB	ER 36									
Room Profile:			Room	Сарас	ity:	R	loon	n Occupancy:		
Shared			3			3	}			
TV	Ensuite	Shared	Bathro	om	Smo	ke Alarm	ı	Fire Notice		
$\boxtimes$			$\boxtimes$			$\boxtimes$		$\square$		
	Very Goo	d Ade	quate	Po	or *	Ne	eds	urgent attention *		
Cleanliness					$\boxtimes$					
Is everything in working order?  Yes No *										
If *, please give details: Smoke alarm was covered and there was overflowing ashtrays visible.										
	very untidy and									
	-					-				
ROOM NUMB	ER 37					•				
Room Profile:			Room C	Capacit	y:	Roo	m O	ccupancy:		
Shared		T	3			3				
TV	Ensuite	Shared E	<u> Bathroor</u>	m		Alarm		Fire Notice		
	$\boxtimes$	<u> </u>				$\leq$				
	Very Good	d Adequ	ıate	Poo	r *	Nee	Needs urgent attention *			
Cleanliness					]		_			
	n working order	?		Ye	s 🛚	No *				
If *, please giv	e details:									
ROOM NUMB	ER 38									
Room Profile:			Room C	Capacit	y:	Roo	m O	ccupancy:		
Shared			3	•	-	3		•		
TV	Ensuite	Shared E	Bathrooi	m	Smoke	Alarm		Fire Notice		
$\boxtimes$	$\boxtimes$					$\leq$				
	Very Good	Adequ	uate	Poo	r *	Nee	ds u	rgent attention *		
Cleanliness					]					
	n working order	<u></u>	<u> </u>	Ye	$\square$	No *		<del></del>		
If *, please giv					<u> </u>					
, ,	<del></del>									

# **Shared Bathrooms:** Yes 🔀 Is the area generally clean? No If no please give details: Visual Check: Have you noticed any issues requiring attention? $\boxtimes$ Yes 🗌 No (e.g., fire exit signs, hazards, lighting, notices, décor, etc.) If yes please detail: The areas are all clean bright and well maintained. **General Representations** If you were approached by any residents regarding general issues while in the centre please outline the details below: N/A If you were approached by any members of staff regarding general issues while in the centre please outline the details below: If you were approached by any other persons regarding general issues while in the centre please outline the details below:

Please ensure that no personal information or information that could lead to the identification of an individual is recorded in this section.

Personal representations should be recorded in Part 3

Mr Thomas Duggan Millstreet Equestrian Services Ltd Green Glens Arena, Millstreet Co. Cork

1<sup>st</sup> December 2020

Dear Mr. Duggan,

IPAS/IPPS carried out an inspection at **Linden House** on 20<sup>th</sup> November, 2020. A copy of the report is enclosed for your information. Please read this report carefully and do not hesitate to contact me if you require any clarifications.

During the course of the inspection a number of issues were highlighted, we would appreciate your immediate attention to deal with any hazards or risks detailed in this report.

Please reply to me in writing, on or before *Friday 18<sup>th</sup> December 2020* outlining the steps you have taken/propose to take to address each of the issues raised in the report.

Yours sincerely,

Majella Donoghue Contracts & Inspections Unit International Protection Procurement Services Dear Ms. Loughrey,

Please find details in response to inspection at Linden House November 20<sup>th</sup> 2020.

The individual items raised in the report.....

Room 7A: En-suite ceiling repainted.

Room 5: Ditto

Room 8: Walls in ensuite repainted, tiles and grout seen to. New Notice put in place

Room 10: Electrician had light repaired.

Room 11: Ensuite Ceiling repainted.

Room 12: Residents were asked to tidy the room (with staff's assistance). Residents were reminded about house rules and to be mindful of the hazards of leaving old food on the floor.

Room 13: Resident was reminded about House Rules re smoking. Bath issue addressed.

Room 14: Mirror has been replaced, grouting repaired. New notice in place.

Room 15: Ensuite ceiling has been painted and door replaced.

Room 16: En Suite Ceiling has been re painted.

Room 17: Ditto.

Room 19: Residents were reminded about House Rules re smoking.

Room 22: Hangers from the door were removed to afford full visibility of notice. Trip hazards rectified with residents and staffs help. En-suite repainted.

Room 23: Staff helped residents clean and tidy their room.

Room 24: Bathroom walls were repainted.

Room 28: Residents removed their items from the corridor. Bathroom ceiling was repainted.

Room 32: New fire safety notice in place.

Room 35: Smoke detector cover removed. Residents were reminded about House Rules re smoking. Ashtrays removed from the room.

Room 36: Smoke Detector cover removed. Residents were reminded about House Rules re smoking. Ashtrays removed from the room. Staff helped residents to clean and tidy their room. Residents were reminded about house rules and to be mindful of food hazards.

All improvised door wedges put in place by the residents are removed ...we will keep a close eye on it going forward.

If there is anything that needs to be clarified please feel free to contact me.

Sincerely,

**Thomas Duggan**