IPAS/IPPS Independent Inspection Report

Centre:	Hibernian Hotel, Abbeyleix
Inspector: Date of Inspection:	Emma Downey 23/8/21
Time of Arrival & Departure:	1000 to 1230

General Information on Services

Independent Inspection Report

Centre: Hibernian Hotel, Abbeyleix

Date of Inspection: 23/8/21

1. CENTRE DETAILS

Name and address of Centre	Hibernian Hotel, Main Street,
	Abbeyleix, Co. Laois

Contractor	Ian Skeffington
Manager	Ann Walsh
Who deputises for manager in his/her absence?	Give Job Title only Assistant Manager

Telephone Number	057 30282

Current Contracted Capacity	63
Current Occupancy (today)	38
Current Centre Profile (e.g., singles, families etc.)	families

HSE Area	South East
Public Health Nurse	Denise (last name unknown)
DSP / CWO name	Siobhan Flanagan
Environmental Health Officer name	Sonya Mooney
Local Fire Officer Name	Anthony Tynan
Local Fire Station	Abbeyleix

Is the Centre certified by any Quality Management System	Yes	No	Х
(i.e. Q Mark, ISO)?:			
If yes, please give details:			
What was the date of the last certification?			
Have you a copy of the Certification	Yes	No	

2. Please provide a copy of the following

	Check List
Official Register	x
Menu Cycle	na
Staffing Lists as follows:	
1. Full list of staff employed at the centre (indicating Names, Titles, Roles, etc.,)	x
2. Indicate who is on duty at time of inspection (today)	x
3. a separate list of Designated Liaison Persons (child protection)	x

3 GENERAL SECURITY & EMERGENCY DETAILS

Is 24 hour supervision provided?	(Y/N)	Yes x No
Give details of roster hours		Security 7pm – 8am
Is security provided by external company?	(Y/N)	Yes No x
If yes, give name of company:		
Does the centre have CCTV?	(Y/N)	Yes x No
Is a list of emergency numbers available in the	9	Yes x No
Manager's office?		
Does the list include the following numbers?	(Y/N)	Yes x 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		
RIA out of hours number		
Are first aid kits available?	(Y/N)	Yes x No
Where and how many?		1 kitchen
Who is responsible for first aid restocking?		Job title only (not name) of person responsible:
		manager
Is there a defibrillator in the centre?		Yes No x
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 bedroom?	Yes No x	
If no, what arrangements are in place?	Heating on thermostats	
What are the heating 'ON' times?	0600 to 0900, 1300 to 1500 and 1700 0000	

5 HOUSE RULES

Are residents provided with a copy of the House Rules on arrival?	Yes x No
How does centre management explain house rules	By discussion on arrival
to residents on arrival?	

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

Are residents issued with key for their bedroom?(Yes/No)	Yes x No	
Are residents issued with key for main door? (Yes/No)	Yes No x	
If no, give details	Front door card entry	
Are there procedures to allow residents to receive	yes	
visitors? (Give details)		
Outline visiting times:	10am-10pm Restricted due to COVID	
In what areas are visitors allowed in the centre?	Tv Lounge	

Any other relevant information:			
Is there a facility for storage of residents' valuables*?	No		
(Give details.) (* Storage is at resident's own risk)			
What toiletries are provided to residents on arrival?	In Shop		
What arrangements are in place to replenish these	In Shop		
items?			
ARRANGEMENTS FOR MAINTENANCE			
Does the centre have a written procedure in place	Yes No x		
for residents to report maintenance issues? (Yes/No)			
Is there a maintenance day book? (Yes/No)	Yes x No		
Describe the maintenance procedure at the centre:			
Maintenance book in place last entry February 2020			
, , ,			
CHILD PROTECTION			
CHILD PROTECTION Are measures in place to inform staff and visitors of RIA's	Shown on arrival		
	Shown on arrival		
Are measures in place to inform staff and visitors of RIA's	Shown on arrival		
Are measures in place to inform staff and visitors of RIA's Child Protection Policy?	Shown on arrival Yes log in place		
Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details)			
Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details) Are visitors asked to sign a declaration agreeing to			
Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details) Are visitors asked to sign a declaration agreeing to adhere to the child protection policy?	Yes log in place		
Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details) Are visitors asked to sign a declaration agreeing to adhere to the child protection policy? Where is declaration held?	Yes log in place Office		
Are measures in place to inform staff and visitors of RIA's Child Protection Policy? (Give details) Are visitors asked to sign a declaration agreeing to adhere to the child protection policy? Where is declaration held? Is there a sign in book for visitors? Where?	Yes log in place Office In office		
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10 NUTRITION / SCHOOL LUNCHES / BABY FORMULA (general arrangements)

Are residents consulted regarding menu / dietary requests? (Give details.)	Consultation in place for shop contents
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	Residents make own lunches for children Please also provide details of the system for distribution of school lunches:
Is infant formula kept out of public view?	In shop
What arrangements are in place for distribution of infant formula?	In shop

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	Kitchen available for residents
kitchen is closed?	
Where are the snacks located and how are they	As above
accessed?	
Are meals available for residents who arrive late?	Yes No 🗌
(Give details.)	If advance notice given shop is available
Are meals available for new arrivals?	Food available from shop If advance notice given
(Give details)	
Are packed lunches available for residents	Yes No x
travelling to Dublin on official business?	
(Give details)	
If the inspection takes place during Ramadan this	Not during Ramadan
section <u>must</u> be completed.	
What arrangements are in place to facilitate	
residents observing a fast during Ramadan?	

12 FACILITIES FOR FEEDING BABIES

Are the following available?	Yes/No
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?	Everything is available in the dining area

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 x
Table Tennis Table	Yes No 🖂
Board Games	Yes No 🗌
Newspapers	Yes No 🖂
Books and slides	Yes 🛛 No 🗌
Toys / games for children	Yes No 🗌
Other	
Give details of any other arrangement or other comments:	Garden with swings and play room

14 TRANSPORT ARRANGEMENTS

Is there a bus service provided?	Yes 🛛 No 🗌
(Yes/No):	
Where does the service go to?	Twice a week to Portlaoise
What is the frequency of the service?	Twice a week
(List time table opposite)	

15 TV SYSTEM

Is there a specific TV system in place?	Yes No
(give details)	Sky in TV Lounge and Saorview in
	bedrooms
An average, how many TV channels are	100 +
provided to residents?	
Are residents allowed to erect satellite	no
dishes?	

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	Ask at reception
towels and bed linen at the centre?	
What procedures are in place for ironing boards	Available at reception
and irons?	
How is washing powder / tablets supplied?	Through shop

Are there specific arrangements for access to the	Any
laundry (give details):	

17 CLEANING (General Arrangements)

Are there cleaning materials and equipment provided by management for residents?	Yes 🛛 No 🗌
What cleaning equipment is available to residents?	Bath spray, toilet cleaner, window cleaner
What is the procedure for residents to access vacuum cleaners, brushes & other cleaning equipment?	At reception on request
What arrangements are in place if rooms are not cleaned sufficiently by residents?	Staff will clean on request

PART 2

Room by Room Inspection

Independent Inspection

Centre: Hibernian Abbeyleix

Date of Inspection: 23/8/21

Section A- Administration / Communal areas

17 Have you seen the following?

		Location of display
Up to date House Rules	\boxtimes	lobby
Complaint Forms	\boxtimes	office
Accident/ Incident procedure		In safety statement

HSE Breastfeeding Posters	In dining room
(if applicable)	
Designated Liaison Person details	In lobby
(Child Protection)	
Supervision of children notice	In lobby
Gym Notices (Child Safety – if applicable)	No gym
IOM Voluntary Return Posters	In lobby

18 Staff Awareness

Did you see the RIA Code of Practice*?	у	
Are all staff aware of RIA Code & House Rules?	у	
How are staff made aware of RIA Code & House Rules?		
On induction when hired		

^{*}A Code of Practice for persons working in accommodation centres

19 FIRE SAFETY

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

19a EMERGENCY LIGHTING INSPECTION SCHEDULE

<u>Date</u>	Inspected By (Company Name /Position)	<u>Comments</u>
17/8/21	Ben White Electrical	Servive
22/8/21	Manager	No issues
21/8/21	Manager	No issues

19b FIRE ALARM & DETECTION SYSTEM INSPECTION SCHEDULE

Date	Inspected By	ОК	Defect	Remedial Action	Sign Off
	(Company Name /			Taken (Y/N)	Y/N
	Position)				
17/8/21	Ben White	\boxtimes	None		у
	Electrical				
9/8/21	Ben White	\boxtimes	None		у
	Electrical				
17/8/21	Manager		none		У
16/8/21	Manager		none		у

19c FIRE FIGHTING EQUIPMENT INSPECTION SCHEDULE

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

Date	Inspected By (Company Name / Position)	ОК	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
3/8/21	Manager		none	n/a	У
6/8/21	Manager		none	n/a	У
18/1/21	Fitz Fire		none	n/a	у

19d FIRE EXIT DOORS / MEANS OF ESCAPE INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
21/8/21	manager	х	n/a	n/a	n/a
22/8/21	manager	Х	n/a	n/a	n/a

19e FIRE DRILL PROCEDURE INSPECTION SCHEDULE

Date & Time	Numbers of staff involved in drill	No. of residents present / evacuated **	Evacuation Time	Comments
4/3/19	5	27/27	2min 40 sec	none
19/3/21 4pm	3	Not recorded	2 min	

^{**}Both numbers must be recorded.

19f STAFF INSTRUCTION AND TRAINING (Fire Safety)

Job Description	Course	Instructor	Duration	Date
All staff	Fire Equipment	Rapid Fire safety	3 hours	1/12/18

19g FIRE ASSEMBLY POINTS

Where are the Fire Assembly Points located?	At front of building
Are they marked?	Yes
Are staff aware of locations?	Yes
Comments:	

19h FIRE ALARM SYSTEM

Is there a fire alarm system in place?	Yes
Are there smoke alarms throughout the	yes
premises, inc bedrooms?	

Are all smoke alarms linked back to a	Yes
central control panel?	
Are there designated 'Smoking' areas?	Yes at front of building.
Include locations	
Comments:	

19i FIRE EXITS, EMERGENCY LIGHTING, SMOKE ALARMS, FIRE NOTICES

(in corridors & common areas)

Are fire exits clear from obstruction?	Yes
Are they unlocked?	Yes
Are fire exits clearly posted throughout the	Yes
building?	
Are all fire doors kept closed?	Yes
Are fire evacuation instructions clearly	Yes
displayed in the centre?	
Are fire extinguishers clearly visible?	Yes
Is there emergency lighting system in	Yes
place?	
Comments:	

Administration Area:

Reception: Is the area generally clean?		Yes No
If no please give details:		163 🖂 110
Visual Check: Have you noticed any issues req	_	ention? Yes 🔲 No 🖂
(e.g., fire exit signs, hazards, lighting, notices, déco If yes please detail:	or, etc.)	
r yes piease detaii.		
ave you seen the following?		
ave you seen the following:		Location of display
Jp to date House Rules	\boxtimes	In lobby
Complaint Forms		office
Accident/ Incident procedure		In safety statement
HSE Breastfeeding Posters		Dining room
(if applicable)		
Designated Liaison Person details		lobby
(Child Protection)		,
Supervision of children notice		lobby
Gym Notices (Child Safety – if applicable)		N/a
IOM Voluntary Return Posters		Lobby
Anti Human-Trafficking Posters		lobby
'NO to Violence & Harassment' Posters		lobby
ocial Room / Tea Station (State Location):	:	
What facilities are provided? Tv Lounge		
Is the area generally clean?		Yes 🛛 No 🗌
f no please give details:		
Visual Check: Have you noticed any issues req	uiring att	ention? Yes No
If yes please detail:		
re-school Room: Playroom for children	n	
s the area generally clean? Yes / No	yes	
If no please give details:		
Visual Check: Have you noticed any issues req	uiring att	ention? Yes No
observe whether the area is colourful, has sufficient toys		
Other comments:		·

DINING AREA: Meals are no longer provided. Shop in place now. Inspected shop, temperature records are being kept and up to date.

Please outline the meal times:

	Fron	n		To)				
Breakfast	n/a			n/	′a				
Lunch	n/a			n/	′a				
Dinner	n/a			n/	′a				
Which is the main meal	of the	e day:	Lunch			Dinner			
Is menu cycle available?		-	No			N/A			
f no, give details of all	meni	u options on da	y of ins	specti	ion:				
Breakfast									
Lunch									
Dinner									
Is menu on display?					Υ	'es		No	
Does menu correspond	with (options available	e?		Υ	'es		No	
If no, ask manager for ex	xplan	ation and provid	le detail	s:					
Which meal was sample		Breakf				Lunch		Dinner	
Please describe the mea		. •	-	-	and ,	/ spicy e	etc.)	
Turkey wings, Basmati r	ice wa	as tasty and coo	ked wel	l					
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	+:-			la.					
Was there a vegetarian option? (note salad and vegetables alone are not			NO HOWEN	X	ll ingre	ىمنە	nts are availa	ماما	
considered as vegetaria				However all ingredients are available for residents to cook in residents					
considered as vegetarian option,			kitchen or request chef to cook						
Give details of this optic	n:								
Were there ethnic dishe		ilable?	Y	es/] N	0		-
Give details of this option	n:								
Was fresh foods available for Infants?		Υ	es/] N	0			
(as per HSE Infant Feeding Guidelines)					_				
In your opinion, does the food on offer appear to		r to Y	es/		N ₁	0			
provide a good variety?					,				
Did inspection take plac				es .	L	N (
If yes, please outline arr			ion of m	neals (outsi	ide of n	orn	nal mealtime	S,
(medical or other appointr	nents,	etc.):							
Is there any damaged se	ating	or tables in dini	ng roop	n?		Yes	1	No 🗌	
Is there any damaged seating or tables in dining roots there enough seating for residents present to sit				nd	Yes	┪	No 🗌		
eat their lunch?			10 51t at	u		. 55 _	_	• 🗀	
Comments:									

KITCHEN AREA: Food Safety Critical Requirements

FOOD SAFETY

Has the premises been inspected by an	yes
Environmental Health Officer?	
Date of Visit?	8/7/21 (last recorded visit)
Comments:	
Has a HACCP system been	
implemented?	
Who designed the HACCP system?	
Who is responsible for reviewing the	
system?	
How frequently is the system reviewed?	

HACCP Records:

Pest Control: Yes - Last visit 14/6/21 and 14/7/21(Pestgard) No activity
Induction and Ongoing Staff Training: yes
Time & Temperature Records: Daily records all up to date for chill and freezer in shop. Reviewed delivery 23/12/20, batch numbers recorded
Hygiene Audits: Yes
List of Approved Suppliers: Yes
Cleaning Schedules: schedule in place deep clean every Sunday . All cleaning records up to date
Procedures for accepting deliveries: Record of incoming supplies
General Comments:

HACCP and Kitchen Evaluation

General:

Is the kitchen commercial or domestic?	Residents kitchen only now			
What equipment is in place? Cookers, fridges, food prep areas.				
In what condition is the equipment? all new equipment				
Comments:				

STRUCTURAL HYGIENE

Kitchen: Residents

Is the refuse area suitably located?	yes			
Is the area tidy?	Yes			
Are all bins covered?	Yes			
Are signs displayed at all entrances in	n/a			
relation to access to kitchen for non				
kitchen staff?				
Are white coats, shoe covers and hats	n/a			
available for non kitchen staff?				
Comment of the structural hygiene of the	kitchen (i.e			
floors/walls/ceilings/doors/windows/work surfaces/ventilation, etc)				
Residents kitchen is clean and well laid out.				
Are suitable hand washing and drying	yes			
facilities provided?				
General Comments:				

Dry Goods:

Suitably equipped? Shelving/containers	N/A
etc	
Condition and suitability of facilities: n/a	
What evidence is there of stock	Food in shop in date
rotation?	

	Refri	gerated	Storage:
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What type of refrigerated storage is provided?	Residents fridge and freezer monitored
Comment on the condition and suitability	of the refrigerated storage:
Are thermostats provided and in working order?	Yes,
Are food items date stamped?	Yes
Are samples of dishes being kept?	n/a

Other:

Is there appropriate storage for	Yes stored in cupboard with colour
cleaning agents and chemicals?	coded mops etc

OPERERATIONAL HYGIENE

Do residents use the main kitchen?	Residents own kitchen, in main kitchen
Is that use supervised to ensure safe &	Yes
hygienic practices are observed?	
By whom is it supervised?	Staff

Is the correct equipment provided? e.g. colour coded chopping boards	
yes	

Is the necessary holding equipment provided? e.g. bain maries, refridgerated	
units.	
n/a	

Condition and suitability of serving equipment and utensils:	
n/a	

What procedures are in place for unused/unserved food at the end of service?
n/a

Comments:	

STAFF FACILITIES AND HYGIENE	
A de-t	I w
Are designated staff facilities provided?	Yes
What facilities are in place?	Changing room & separate toilets
Are all areas clean and well maintained?	Yes
Are suitable hand washing & drying	Yes
facilities provided?	
Is storage provided for personal	Yes
belongings?	
Are showers provided? <i>Indicate</i>	No
cleanliness & suitability	
Is a designated area provided for staff	Main dining area
Is a designated area provided for staff breaks? If yes, is it clean/suitable/well	Main dining area
maintained.	
If no, outline arrangements for breaks	
, no, caame an angemente jet a cane	
Are uniforms provided for:	
Kitchen Staff?	n/a
Serving Staff?	n/a
Are uniforms clean and in good	n/a
condition? (to include	
caps/hairnets/closed heel/toe shoes etc)	
Is personal grooming satisfactory?	n/a
Are safe habits practiced?	n/a
General Comments on staff facilities: reco	ords in place for freezer and fridges 3C
and -19C	

23 **PUBLIC TOILET:** Reception Number Toilet Hand Towels / Hot Sanitary Bins Soap Paper Dryers Water \boxtimes X \boxtimes unisex 1 Is there a cleaning schedule displayed? No 🖂 Yes Record the last time entry. Is the area clean? (provide comment) yes Are all facilities working? Yes 🖂 No * Visual Check: Have you noticed any issues requiring attention? Yes* No If No, give details: **COMMUNAL ROOM : TV Lounge** Storage area: Is the walkway through the area clear? Yes 🔀 No Yes 🖂 Are the exit signs clearly marked? No **General Seating Area** Yes 🖂 Is the seating in good condition? No Yes What is the area generally used for? No **Computer room:** Is the area generally clean? Yes 🖂 No Visual Check: Have you noticed any issues requiring attention? Yes If yes please detail: **Any other comments?** If yes please detail: **OUTDOOR GROUNDS / FACILITIES** Please rate the following: Needs urgent attention* Poor* Very Good Adequate 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	\boxtimes									
(ie., evidence of rubbish etc.)										
Where you have rated * please provide details and comments:										
Are there any facilities available for children outdoors? Yes x No										
Comments swing area and play area										
LAUNDRY ROOM										
	Washing	Machines		Dryers						
Number		2		2						
Do they appear to be in work	ing order? y	es	•							
Comments:										
CORRIDOR: to bedrooms	}									
Is the area generally clean?			Yes	No 🗌						
If no please give details:										
Visual Check: Have you notic	ed any issues r	equiring atten	tion? Yes	⊠ No □						
If yes please detail: Area aro	und light dama	ged outside r	00m 17							
n yes piedse detail. <u>Med dis</u>	and ngire dame	igea outside i	00111 17							
Stairs, resention										
Stairs: reception										
Is the area generally clean?		Y	es 🔀 N	lo 📙						
If no please give details:										
Visual Check: Have you notic	ed any issues r	equiring atten	tion? Yes	□ No ⊠						
(e.g., fire exit signs, hazards, lig	hting, notices, de	écor, etc.)								
If yes please detail:										

Bedrooms:

CLEANING (General Arrangements) How often are bedrooms inspected? twice weekly Weekly Who cleans the bedrooms? Staff Residents How often do staff clean the bedrooms? Weekly fortnightly Monthly Other Are there cleaning materials and equipment provided by management for \boxtimes Yes No residents? What cleaning equipment is available to Bathroom cleaner, toilet cleaner, window residents? cleaner What arrangements are in place if rooms Rooms cleaned on request are not cleaned sufficiently by residents? ROOM NUMBER 1 Room Profile: Room Capacity: Room Occupancy:2 Single 5 Vacant TV **Ensuite Shared Bathroom** Smoke Alarm Fire Notice \boxtimes \boxtimes \boxtimes XVery Good Poor * Adequate Needs urgent attention * Cleanliness Is everything in working order? Yes 🔀 No * If *, please give details: **ROOM NUMBER 2** Room Profile: Room Capacity: Room Occupancy: shared 3 3 ITV Ensuite **Shared Bathroom** Smoke Alarm Fire Notice \boxtimes \square \boxtimes \square Very Good Adequate Poor * Needs urgent attention * Cleanliness Is everything in working order? Yes 🔀 No * If *, please give details: cluttered

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General Representations

If you were approached by any <u>residents</u> regarding general issues while in the centre please outline the details below:
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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.

Summary Sheet

Name of Centre:		Hibernian Hotel
Address:		Abbeyleix, Co. Laois
Proprietor:		Ian Skeffington
Manager:		Ann Walsh
Contact Name:		Ann Walsh
Capacity Per MOA (Current		63 (54)
Occupancy):		
Date of	23/08/21	
Inspection:		

Fire Safety:

Fire alarm in general disablement due to break glass unit being activated. Fire inspection records not up to date for lighting, equipment and escape

Food Safety: no issues but records not retained for EHO visit

Bedrooms:

Room 10 bed blocking fire door hole in wall

Room 14 hotplate in room

Room 16 ceiling requires painting in bathroom

Room 17 paint required on bathroom ceiling, towel rail broken, untidy, toilet roll holder damaged and fans not working.

Room 18 Bathroom ceiling needs cleaning. Smoke detector covered. Fire door blocked.

Mews Apartment Cover off boiler and toys stored in boiler room. Residents stated that boiler does not work properly. Deep fat fryer in room.

The Bungalow

Room 2 Slow cooker in room

Room 3 Food and cooker in room. Very untidy.

Room 4 Walls in bathroom require painting.

Room 6 Lampshade missing

Other issues: Water softener bottle was unrestrained in walkway.

Good Afternoon

The issues commented on in this report have all been dealt with as we have had families get their papers and some have moved out, these rooms have been redecorated and any issues dealt with . With regard to the issue of mould in bathrooms and other areas this is an ongoing problem as the residents will not use the fans while showering or open windows. We have stain blocked and repainted these bathrooms on numerous occasions but to no avail. I hope this answers your queries if not you can contact me.