

IPAS/IPPS Independent Inspection Report

for Self Catering Accommodation

<u>Centre:</u>	Carraig Accommodation Centre, Ballinamore, Co. Leitrim
<u>Inspector:</u>	Fergal Duane
<u>Date of Inspection:</u>	14/10/22

Centre Details

Name and address of Centre	Carraig Accommodation Centre, Ballinamore, Co. Leitrim
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Contractor	Townbe Unlimited
Manager	Leona Gallogy
Contact Name	Duty Manager – Conor Burnside

Telephone Number	071 9108230
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Capacity per MOA (current capacity)	130 (105)
Type of occupancy	Families, single males, single females

Health Board Area	South Leitrim
Community Welfare Officer name	Eveyn McHugh
Environmental Health Officer name	N/A

Inspector Details

Name of Inspector	Fergal Duane
Date of Inspection	14/10/22
Time of Arrival and Departure	Arrival: 9am / Depart: 11:30am

Documents to Collect

Guest Register	Obtained current register
Safety Statement	Viewed
Other	

Documents to View

Fire Register	Reviewed.
House Rules	Reviewed.
Code of Practice	Reviewed.
Child Protection training certs	Reviewed.
Other	

List of issues noted in previous inspection:

Issue	Progress to date
Slight leak over Apartment 2 but maintenance are currently working on roof to resolve.	Issue resolved

Reception

Was a receptionist on duty on arrival?	n/a
Was a manager on duty on arrival?	Conor Burnside
List the staff on the premises during the period of the inspection: Security Conor Burnside and Shop Sinead Barry.	
Is 24 hour supervision provided?	Yes
List the staff providing this supervision: Night Security	

Is each resident issued with a key for his/her bedroom?	N/A – as self catering key pad to access grounds and each resident is provided with own apartment/house keys
Is each resident issued with a key for his/her apartment?	Yes.
Is each resident issued with a key for main entrance door?	yes.

Is a list of emergency numbers available in the manager's office?	Yes, posted in Manager's office.
Are first aid kits available at the centre? <i>Specify location</i>	n/a

What procedures are in place to allow residents to receive visitors?	Visitors allowed into Apartment complex
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Are staff aware of the Code of Practice (governing staff conduct) & how are they made aware?	Carraig Accommodation have services code of practice for persons working in accommodation centres in place, adapted from RIA/IPAS booklet. All staff have signed acknowledgement declaration.
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**A copy of the agency's "Code of Practice for persons working in accommodation centres" can be obtained from RIA*

Does the centre have a safety statement?	Yes. Safety Statement up to date.
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Any further comments on the reception area/facilities:

House Rules

How are residents informed and made aware of the House Rules?
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RIA Rules and Procedures booklet provided to each resident upon their initial arrival to the centre.
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Is a copy of the House Rules on display? <i>Specify location</i>	Yes, posted on two notice boards within the main reception building.
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Did you make sure that RIA House Rules and Procedures are displayed at the centre?	Yes posted within block facilities.
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Do notices displayed at the centre accurately reflect the information contained in the House Rules?	Yes
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Comments: i.e.Child protection signage, no smoking signage in place.

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Fire Safety

Is the Fire Safety Register the one provided by RIA? <i>A copy can be obtained from RIA</i>	RIA fire safety register in place.
Name of the local Fire Officer and fire station	Ballinamore Fire Station
Is the “Means of Escape” Inspection Schedule up to date? <i>Specify interval inspections are recorded – weekly/daily</i>	Checked daily by maintenance but recorded weekly in inspection schedule.
Date of last inspection	

- *If required remind Manager that fire escape inspection should be recorded at least weekly*

Is the “Fire Detection & Alarm System” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i>	Yes Inspected daily
Date of last inspection	Fire Extinguishers 17/11/21 Alarms 24/08/22

Is the “Fire Fighting Equipment” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i>	Checked weekly
Date of last inspection	Visual Inspection 13/10/22

Date and Time of last Fire Drill	03/03/22 12:00
Number evacuated & time taken	Full evacuation of 105 residents 77 turned up and 17 were off site. Time 4mins 7 sec
Comments/Problems noted (if any):	

- *If required remind Manager that fire drills should be held at least twice a year*

Where are the Fire Assembly Points located?	Front of Apartment complex
Are they marked?	Yes
Are staff aware of the locations?	Yes
Which staff are trained in fire evacuation procedures and by whom?	All residents and cleaners/maintenance staff
Is evidence of training available for inspection?	Yes staff trained

Is there a fire alarm system in place?	Yes
Are there smoke alarms throughout the premises, inc bedrooms?	Yes
Are all smoke alarms linked back to a central control panel?	Yes
Are there designated “No Smoking” areas? <i>Include locations</i>	Smoking only permitted outside areas.

During inspection please pay attention to fire exits, emergency lighting and fire notices:

Are fire exits clear from obstruction?	Yes
Are they unlocked?	Yes
Comments:	

Are fire exits clearly posted throughout the building?	Yes, posted on all floors.
Are fire evacuation instructions clearly displayed in the centre?	Yes, posted in all rooms.

Are fire extinguishers clearly visible?	Yes
Is there an emergency lighting system in place?	Yes

Staff Health and Safety

Are there specific written procedures, eg for dealing with violent behaviour?*	Yes outlined within Emergency Response Procedure.
Are there general rules for areas such as manual handling?*	Safety Safety Statement deals with manual handling.
Is there an accident reporting procedure?*	Yes, outlined in Safety Statement.
Is there regular correspondence with staff?*	Yes, staff meetings conducted on a monthly basis.
Are there any training records for staff?*	Child protection training complete by all Townbe staff
What supervisory structure is in place?	General Manager supervises management of centre.

**include details where applicable*

Staff Facilities

Staff Facilities:

Are designated staff facilities provided?	Yes.
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If no:

What facilities are in place?	All in
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If yes:

Comment on cleanliness and suitability of facilities provided	Well maintained
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Communal Rooms / Indoor Facilities

Are there any communal rooms/facilities provided (details)?	No
Comment on condition of communal rooms (if any)	N/A
Are there any communal facilities provided (give details) – eg games / tv / library etc	No.

Outdoor Grounds / Facilities

- *Conduct a tour of the grounds:*

Does the exterior of the centre require painting?	No.
Are the grounds maintained in good order?	Town centre location.
Are there any facilities available for children outdoors? (give details)	Playground and large public park within 400 m

Comments on outdoor grounds/facilities:

Town Centre location.

Laundry Facilities

Does the centre have a laundry room?	No.
If no, what service is provided?	Each Apartment fitted with own washer/dryer facility.

If yes:

	Type (industrial/domestic)	Number
Washing Machines	Each Apartment fitted with own washer/dryer facility.	
Dryers		
Are all machines in working order? yes		

Representations

If you were approached by any residents while in the centre please outline the details below:

-none

If you were approached by any members of staff while in the centre please outline the details below:

none

Cleaning

Who cleans the apartments?	Residents.
Who cleans the communal areas/corridors?	Maintenance team
How often are apartments inspected by centre staff?	Weekly on a Friday
What arrangements are in place if apartments not sufficiently cleaned by residents?	Discussion between Management and residents as to cleaning requirements. If consistent verbal warnings provided, a written warning is given. IPAS/RIA contacted if still persists.

Heating

What type of heating is used in the centre?	All apartments/houses have their own heating controls
Has the issue of heating been discussed with residents?	No issue raised.
Is the heating timed? If so, specify the "on" times	No.

Corridors/Stairways

Please note any cleaning/décor issues relating to corridors/stairs below:

Location/Area:	Comment:
all	Very clean and well maintained

Apartments/Bedrooms

- All apartments must be inspected, whether occupied or not.
- In each apartment: Look for the fire evacuation notice
Is smoke alarm in place & operational
Check heating – is it working
Check for dampness in bathroom
Check decorative order
Check cleanliness
Check occupancy against current week's register

Apartment Inspection

No:1					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
3	6	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No:2					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Apartments needs to be cleaned.				

No: 3					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
3	6	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables,				

	chairs & wardrobes in bedrooms.
Cleanliness	Satisfactory
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.
Other Comments	Appartment 3 Room 2 draught coming in window.

No: 4					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 5					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 6					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 7					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 8					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	6	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Carpet coming off stairs at bottom step. Radiator in main bedroom not working.				

No: 9					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	5	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Heater not working in main bedroom, mould in bathroom & replace switch at top of stairs.				

No: 10					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 11					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 12					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Fix heater back onto wall, replace socket in dining room as its cracked.				

No: 13					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	5	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 14					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well				

	maintained.
Other Comments	

No: 15					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 16					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 17					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	6	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments	Extremely cluttered and undity appartment				

No: 18					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)

4	6	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 19					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 20					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	5	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 21					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	5	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

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No: 22					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	4	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 23					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 24					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	5	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				
Other Comments					

No: 25					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	3	Yes	Yes	Yes	Yes
Décor	Painted walls, carpet floors, living room with lounge, television, tables, chairs & wardrobes in bedrooms.				
Cleanliness	Satisfactory				
Kitchen area	Oven, stove top, washer/dryer, microwave and fridge clean and well maintained.				

Other Comments	Install blind in room, residents using sheet and tape.
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Summary Sheet

Name of Centre:	Carraig Accommodation Centre
Address:	Ballinamore, Co. Leitrim
Proprietor :	Townbe Unlimited
Manager:	Leona Gallogly
Contact Name:	Sinead Barry
Capacity Per MOA (Current Occupancy):	130 (87)
Date of Inspection:	14/10/22

General Areas.

Excellent upkeep and maintenance evident.

Fire issues –

No Issues

Apartments –

Apartment 2 House untidy.

Apartment 3 Window in main bedroom letting in draught.

Apartment 8 Bond carpet at bottom step of stairs and fix radiator in main bedroom.

Apartment 9 Heater in main bedroom not fully working, mould in bathroom and repair switch at top of stairs.

Apartment 12 Fix heater back to wall and replace socket in dining room.

Apartment 17 Extremely cluttered and untidy apartment.

Apartment 24 install blind in kitchen, residents using sheets and tape.

From: David Lardner (DCEDIY)

Sent: Tuesday 29 November 2022 12:54

To: [REDACTED]
Subject: IPPS - Inspection Report Carraig Accommodation Centre - Please review and respond

Dear Mr Collins,

Please find attached PDF copy of the IPPS Independent Inspection Reports from QTS Ltd for Carraig Accommodation Centre, dated 14/10/2022 which was completed this year.

I would be grateful if you could please review the reports and if there are any comments on the inspection reports which require remediation I would be grateful if you could please revert back to me by email confirming actions taken.

I would be grateful if we could receive your response by Tuesday 13th December 2022

With Kind regards,

David.

David Lardner

International Protection Procurement Services

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The Department of Children, Equality, Disability, Integration and Youth.
An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige

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<https://www.gov.ie/dcEDIY>



📍 The Rock Quarter,
High St, Ballinamore,
Co. Leitrim, N41 A0T0

📞 071 910 8230

1st December 2022

To whom it may concern,

Following a recent IPPS/IPAS inspection on 14th October 2022 at Carraig Accommodation Centre I would like to outline the resolutions on the issues raised in the report.

- Apartment 2 House untidy – has been tidied.
- Apartment 3 Window in main bedroom letting in draught – seal repaired.
- Apartment 8 Bond carpet at bottom step of stairs and fix radiator in main bedroom – both issues resolved by maintenance.
- Apartment 9 Heater in main bedroom not fully working, mould in bathroom and repair switch at top of stairs – all resolved.
- Apartment 12 Fix heater back to wall and replace socket in dining room – both resolved.
- Apartment 17 Extremely cluttered and untidy apartment – spoke to resident. Some items removed and apartment was tidied. Ongoing weekly monitoring during inspections.
- Apartment 24 install blind in kitchen, residents using sheets and tape – blind ordered.
- Apartments – Slight leak over Apartment 2 but maintenance are currently working on roof to resolve - roof leak has been repaired and ceiling has been painted.

If you have any further questions, please feel free to contact me.

Leona Gallogly

Leona Gallogly

Centre Manager