# Part 1 General Information on Services

# **Independent Inspection Report**

Centre: Linden House

Date of Inspection: 06/07/2022

#### 1. CENTRE DETAILS

Name and address of Centre	Linden House, New road, Killarney, Co.
	Kerry

Contractor	Thomas Duggan
Manager	Gerrie Kotze
Who deputises for manager in his/her	Give Job Title only
absence?	Deputy manager Eduard Budur

Telephone Number	064 6631379
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Current Contracted Capacity	85
Current Occupancy (today)	63
Current Centre Profile (e.g., singles, families etc.)	Single male

HSE Area	South West
Public Health Nurse	Mary O Connor
DSP / CWO name	Theresa O Gorman
Environmental Health Officer name	Anne Hussey
Local Fire Officer Name	Padraig Mangan
Local Fire Station	Killarney

Is the Centre certified by any Quality Management System	Yes Nox
(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	х
Menu Cycle	х
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)	n/a

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

Is 24 hour supervision provided?	(Y/N)	Yesx No
Give details of roster hours		Night porter 6pm-8am
Is security provided by external company?	(Y/N)	Yes Nox
If yes, give name of company:		
Does the centre have CCTV?	(Y/N)	Yes <b>x</b> No
Is a list of emergency numbers available in the	9	Yes <b>x</b> No
Manager's office?		
Does the list include the following numbers?	(Y/N)	Yes <b>x</b> 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/IPPS out of hours number		
Are first aid kits available?	(Y/N)	Yes <b>x</b> No
Where and how many?		1 in kitchen
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 Nox
How many staff been trained to use it?		

#### 4 HEATING ARRANGEMENTS

What type of heating is used in the centre?	oil
Do residents have control of the heatingin their own bedroom?	Yes Nox
If no, what arrangements are in place?	Timed thermostat with booster
What are the heating 'ON' times?	On thermostat

#### 5 HOUSE RULES

Are residents provided with a copy of the House Rules on arrival?	Yes <b>x</b> No
How does centre management explain house rules to residents on arrival?	Yes on one to one basis.

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

Are residents issued with key for their bedroom?(Yes/No)	Yes <b>x</b> No
Are residents issued with key for main door?(Yes/No)	Yes <b>x</b> No
If no, give details	
Are there procedures to allow residents to receive	Yes in day room once signed in with
visitors? (Give details)	reception first.
Outline visiting times:	9-9
In what areas are visitors allowed in the centre?	day room

Any other relevant information:	
Is there a facility for storage of residents' valuables*? (Give details.)(*Storage is at resident's own risk)	In bedrooms
What toiletries are provided to residents on arrival?	Toothpaste, soap, toilet rolls & shampoo
What arrangements are in place to replenish these items?	Ask at reception

#### 7 ARRANGEMENTS FOR MAINTENANCE

Does the centre have a written procedure in place	Yes <b>x</b> No	
for residents to report maintenance issues? (Yes/No)		
Is there a maintenance day book? (Yes/No)	Yes <b>x</b> No	
Describe the maintenance procedure at the centre:		
Day diary book in reception		

#### 8 CHILD PROTECTION

Are measures in place to inform staff and visitors of RIA's	No children are resident. Manager did undergo
Child Protection Policy?	Tusla training
(Give details)	
Are visitors asked to sign a declaration agreeing to	n/a
adhere to the child protection policy?	
Where is declaration held?	
Is there a sign in book for visitors? Where?	Yes - reception
Are there notices on public display giving name and	No but Manager has received Tuslatraining
contact details of Designated Liaison Person? Where?	
Have Designated Liaison Persons received HSE training?	yes
Are notices prominently displayed regarding parental	no
supervision of children? Where?	

#### 9 FOOD SAFETY

Has a HACCP system been implemented? (Yes/No)	Yes <b>x</b> No
Have the premises been inspected by an Environmental	Yes <b>x</b> No
Health Officer? (Yes/No)	
Date of last visit:	5/3/2018 (None noted since)

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

Are residents consulted regarding menu / dietary	RESIDNTS KITCHEN AND SHOP SYSTEM
requests? (Give details.)	NOW IN PLACE
Provide details opposite:	n/a
Which of the following are provided for school	
children's packed lunches:	
<ul> <li>Sandwich? What sandwich fillings are</li> </ul>	
available: Cheese? Ham? Chicken?	
Tuna? Jam? Other?	Please also provide details of the system
<ul><li>Drinks? Juice? Water?</li></ul>	for distribution of school lunches:
• Yogurt?	
• Fruit?	
Other	
Is infant formula kept out of public view?	n/a
What arrangements are in place for distribution	n/a
of infant formula?	

# 11 ARRANGEMENTS FOR REFRESHMENTS / MEALS OUTSIDE NORMAL MEAL TIMES

Are tea / coffee / drinking water / Snacks etc. available outside mealtimes?	Yesx No Note: Residents kitchen NOW COMPLETED.	
What food/snacks are available after hours or when	Residents have their own food and fridge	
kitchen is closed?	storage facilities	
Where are the snacks located and how are they	n/a	
accessed?		
Are meals available for residents who arrive late?	Yes <b>x</b> No	
(Give details.)	Once prior notification to manager	
Are meals available for new arrivals?	Yes - meals prepared and left for reheating	
(Give details)	once prior notification given to manager.	
Are packed lunches available for residents	Yes <b>x</b> No	
travelling to Dublin on official business?	Residents have their own food and fridge	
(Give details)	storage facilities	
If the inspection takes place during Ramadan this	n/a	
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?	Section does not apply
Access to drinking water (for breastfeeding mothers	n/a
/ for preparation of infant formula)	
Sterilisers	n/a
Kettles	n/a
Fridge (for bottles of EBM* / formula)*Expressed	n/a
Breast Milk	
Bottle Warmer	n/a
Microwave	n/a
Are these facilities available 24 hours a day	n/a
Is there a dedicated room provided?	n/a

Are the following are available to residents?		Yes/No
Computers with Internet access		Yes <b>x</b> No
FI		Yes <b>x</b> No
DVD player		Yes No <b>x</b>
omputer Games		Yes No <b>x</b>
nooker Table		Yes No <b>x</b>
pol Table		Yes No <b>x</b>
Table Tennis Table		Yes No <b>x</b>
Board Games		Yes No <b>x</b>
Newspapers		Yes No <b>x</b>
Books		Yes <b>x</b> No
Toys / games for children		Yes No <b>x</b>
Other		<del></del>
Give details of any other arrangement or oth	er	
comments:		
<b>14 TRANSPORT ARRANGEMENTS</b> Is there a bus service provided? (Yes/No):		Yes NoX
Where does the service go to?	Linde	en House is in Town Centre
What is the frequency of the service?		
(List time table opposite)		
15 TV SYSTEM Is there a specific TV system in place?		
(give details) An average, how many TV channels are	TV Sa	YesxNo
(give details) An average, how many TV channels are provided to residents?	TV Sa	_
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite	TV Sa	_
(give details) An average, how many TV channels are provided to residents?		
(give details)  An average, how many TV channels are provided to residents?  Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?	no	norview.
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?	no	ents)  Yesx No
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen?	no	ents)
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc)	no rangem (Y/N)	ents) Yesx No  Available to staff
(give details)  An average, how many TV channels are provided to residents?  Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc)  What procedures are in place for the exchange towels and bed linen at the centre?	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre? If No, what service is provided? Who launders towels and bedlinen? (e.g., residents, staff, other, etc) What procedures are in place for the exchange towels and bed linen at the centre? What procedures are in place for ironing boa and irons?	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.  Available from reception
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc) What procedures are in place for the exchange towels and bed linen at the centre?  What procedures are in place for ironing boars.	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.

Where?

#### 17 CLEANING (General Arrangements)

Are there cleaning materials and equipment provided by management for residents?	Yesx No
What cleaning equipment is available to residents?	When requested brushes, mops, vacuum.
What is the procedure for residents to access vacuum cleaners, brushes & other cleaning equipment?	Request of reception.
What arrangements are in place if rooms are not cleaned sufficiently by residents?	Cleaning staff clean rooms weekly.

### PART 2

# Room by Room Inspection

# **Independent Inspection**

Centre: Linden House, Killarney

Date of Inspection: 06/07/2022

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

#### 17 Have you seen the following?

		Location of display
Up to date House Rules	X	Reception lobby
Complaint Forms	X	Reception lobby
Accident/ Incident procedure	х	Reception lobby

HSE Breastfeeding Posters	n/a
(if applicable)	
Designated Liaison Person details	Nemanja Babic
(Child Protection)	
Supervision of children notice	n/a
Gym Notices(Child Safety – if applicable)	n/a
IOM Voluntary Return Posters	Reception lobby

#### 18 Staff Awareness

Did you see the IPAS/IPPS Code of Practice*?	х
Are all staff aware of IPAS/IPPS Code & House Rules?	x
How are staff made aware of IPAS/IPPS Code & House Rules?	
Training on hire with Manager.	

<sup>\*</sup>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>
26/7/19	Pat Lyons electrical	All working
19/3/21	Internal	ok

#### 19b FIRE ALARM & DETECTION SYSTEM INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
14/06/22	Allied fire Protection	x			
4/7/22	Internal	x			
05/07/22	Internal	х			

#### 19c FIRE FIGHTING EQUIPMENT INSPECTION SCHEDULE

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

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken(Y/N)	Sign Off Y/N
May 22	MFS	x			

1	I		

#### 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
04/07/22	Internal	x			
05/07/22	internal	х			

#### 19e FIRE DRILL PROCEDURE INSPECTION SCHEDULE

Date & Time	Numbers of staff involved in drill	No. of residents present / evacuated **	Evacuation Time	Comments
14/6/21 2pm	3 staff	18	4	No Issues
10/12/22	3 staff	20	4.5	ok

<sup>\*\*</sup>Both numbers must be recorded.

#### 19f STAFF INSTRUCTION AND TRAINING (Fire Safety)

All staff	Firs safety	C O Leary	½ day	8/1/18
Job Description	Course	Instructor	Duration	Date

#### 19g FIRE ASSEMBLY POINTS

Where are the Fire Assembly Points located?	Carpark to left of main door
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 central	yes
control panel?	
Are there designated 'Smoking' areas?	No smoking in centre
Include locations	
Commonts. The namel was inspected last w	anth and it shows there is two faults at the

Comments: The panel was inspected last month and it shows there is two faults at the moment. Manager has made contact with the alarm company to call and repair.

#### **FIRE EXITS, EMERGENCY LIGHTING, SMOKE ALARMS, FIRE NOTICES** (in corridors & common areas) 19i

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 place?	yes
Comments:	

## **Administration Area:**

Reception: inside the front door		
Is the area generally clean?		Yes <b>x</b> No
If no please give details:		
Visual Check: Have you noticed any issues re	equiring att	ention? Yes No x
(e.g., fire exit signs, hazards, lighting, notices, dé		
If yes please detail:		
Have you seen the following?		
		Location of display
Up to date House Rules	Х	reception
Complaint Forms	Х	Managers folder
Accident/ Incident procedure	Х	In safety statement
HSE Breastfeeding Posters		n/a
(if applicable)		
Designated Liaison Person details		not posted - no children in
(Child Protection)		centre
Supervision of children notice		n/a
Gym Notices (Child Safety – if applicable)		n/a
IOM Voluntary Return Posters	X	reception
Anti Human-Trafficking Posters	X	reception
'NO to Violence & Harassment' Posters	X	reception
		· · · · · ·
Social Room / Tea Station (State Location	•	
What facilities are provided? Full residents	kitchen wit	h supplies from on-line shop in
Millstreet		Vocy No
Is the area generally clean?		Yes <b>x</b> No
If no please give details:		
Visual Check: Have you noticed any issues re	equiring att	ention? Yes No <b>x</b>
If yes please detail:		
Pre-school Room: section not applica	able	
Is thearea generally clean? Yes / No		
If no please give details:		
Visual Check: Have you noticed any issues re	equiring att	ention? Yes No
(observe whether the area is colourful, has sufficient to		
Other comments:		

#### **DINING AREA:**

Please outline the meal times: As all residents now cook for themselves this section is not applicable.

| From | To

	110111			10			
Breakfast							
Lunch							
Dinner							
Which is the main meal of the day:							
Is menu cycle available?	·						
If no, give details of all	menu	options on da	ay of insp	ection:			
Breakfast							
Lunch							
Dinner							
Is menu cycle on display	?						
Does menu cycle corres		ith options ava	ilable?				
If no, ask manager for ex	planati	on and provide	details:				
	•	·					
Which meal was sample	d?						
Please describe the mea	l in deta	ail (e.g. was it h	ot / cold,	bland / spicy etc.)			
Was there a vegetarian of	-						
(note salad and vegetab							
considered as vegetariar	•	n)					
Give details of this optio	n:						
Were there ethnic dishe	s availa	ble?					
Give details of this optio	n:						
Was fresh foods availabl	e for In	fants?					
(as per HSE Infant Feedi	ng Guid	elines)					
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 se	ating o	r tables in dinir	ig room?				
Is there enough seating for residents present to sit down and							
eat their lunch?							
Comments:							

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

Commercial kitchen has been replaced with 6 cooking stations which are now in full use by residents who cook all their own meals with their won foods which they purchase from the on-line shop in Carrick-on-Suir.

#### **FOOD SAFETY**

Has the premises been inspected by an	Yes
Environmental Health Officer?	
Date of Visit?	18/1/16
Comments: No issues	

Has a HACCP system been implemented?	n/a – all staff cook for themselves
Who designed the HACCP system?	
Who is responsible for reviewing the	
system?	
How frequently is the system reviewed?	

#### **HACCP Records:**

Pest Control - no activity noted last visit 24/05/22 prevent-a -pest
Induction and Ongoing Staff Training: N/A
Time & Temperature Records: current and up to date
Hygiene Audits: current and up to date
List of Approved Suppliers: current and up to date
Cleaning Schedules: current and up to date
Procedures for accepting deliveries: shop orders and are provided to residents on delivery Tuesday, Thursday and Saturday.
General Comments: Kitchen area where residents cook is clean

#### **HACCP** and Kitchen Evaluation

#### General:

Is the kitchen commercial or domestic?	6 x domestic cookers and cooking stations		
What equipment is in place? 6 cookers, walk in dry goods store, upright freezer x 2 and walk-in fridge,			
In what condition is the equipment? In general the area is tidy.			
Comments:			

#### STRUCTURAL HYGIENE

#### Kitchen:

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

#### **Dry Goods:**

Suitably equipped? Shelving/containers	Clean and suitable storage		
etc			
Condition and suitability of facilities: excellent condition and appropriate in size			
What evidence is there of stock rotation?	Orders are delivered on  Tuesday,		
	Thursday and Saturday		

Refrigerated S	itorage:
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What type of refrigerated storage is provided?	Free standing freezer and fridges in each room	
Comment on the condition and suitability	of the refrigerated storage:	
All in excellent condition , kept neat and free form ice build up etc.		
Are thermostats provided and in working order?	N/A	
Are food items date stamped?	N/A	
Are samples of dishes being kept?	N/A	
Other:		
Is there appropriate storage for cleaning agents and chemicals?	Yes – off the kitchen	

#### **OPERERATIONAL HYGIENE**

Do residents use the main kitchen?	Yes
Is that use supervised to ensure safe & hygienic practices are observed?	Not necessary as 6 cooking stations are for residents use. With 2 <sup>nd</sup> kitchenette for apts 33-35
By whom is it supervised?	

Is the correct equipment provided?	e.g. colour coded chopping boards
n/a	

Is the necessary holding equipment provided? *e.g.bainmaries, refridgerated units.* yes

Condition and suitability of serving equipment and utensils:
All very clean and appropriate to food type

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

Skip at rear of kitchen

Comments:			

Are designated staff facilities provided?	Yes		
What facilities are in place?	Toilets and changingroom		
	T		
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>	Not used		
cleanliness & suitability			
·			
Is a designated area provided for staff	Staff use main dining room		
breaks? If yes, is it clean/suitable/well			
maintained.			
If no, outline arrangements for breaks			
Are uniforms provided for: n/a	1		
Kitchen Staff?			
Serving Staff?			
Are uniforms clean and in good			
condition? (to include			
caps/hairnets/closed heel/toe shoes etc)			
Is personal grooming satisfactory?			
Are safe habits practiced?			
General Comments on staff facilities: very	professional and well presentedstaff		

23 P	UBLIC TO	ILET (State	Location):	off main rece	eption						
	Number	Soap	Toilet	Hand Towels /	Hot	Sanitary Bins					
			Paper	Dryers	Water						
Unisex:	1	X		x	X	x					
Ladies:											
Gents:											
Is there a	cleaning s	chedule dis	played?Yes	No x							
Record th	ne last time	entry.									
Is the are	a clean? (p	rovide com	ment) yes	–m toilets are very	clean						
Are all facilities working? Yes <b>x</b> No *											
Visual Check: Have you noticed any issues requiring attention? Yes* No x											
If No, give	If No, give details:										
					_						
24 COMMUNAL ROOM (State Location):large reception room to the right when											
entering building											
Storage a	irea:										
Is the wa	lkwav thro	ugh the area	a clear?		Yes <b>X</b> No	П					
	•	early marke			Yes <b>X</b> No	Ä					
/ we the e	Air Signs civ	sarry marke	u.		resk no						
General S	Seating Are	ea									
	_	d condition	?		Yes X N	o					
	0 0					_					
What is t	he area gei	nerally used	for?	Pool table and	l general so	cialising					
Compute	r room:										
Is the are	a generally	clean?			Yes x No						
Visual Ch	eck: Have	you noticed	l any issues	requiring attention?	? Yes 🗌 N	o <b>X</b>					
If yes plea	ase detail:										
		ts? If yes ple	ease detail:	Cabin at rear of bui	lding for m	eetings and social					
gathering	<mark>S.</mark>										

#### **OUTDOOR GROUNDS / FACILITIES**

Please rate the following:

	Very Good	Adequate	Poor*	Needs urgent attention*
Condition of exterior of centre			х	
Paintwork of the centre		х		
Maintenance standard of the		х		
grounds (e.g. grass cut,				
walkways clear etc.) Cleanliness of the grounds				
(ie., evidence of rubbish etc.)		Х		
Where you have rated * plea	se provide deta	ails and comm	ents:	
Area is clean and manager	comments it	in relation to	the clean	er on morning shift.
Are there any facilities availa	ble for children	outdoors? Yo	es 🗌	No x
Comments				
LAUNDRY ROOM			1	
	Washin	g Machines		Dryers
Number		7		6
Do they appear to be in work Comments:	king order? <b>Yes</b>	- new launary	y room at	rear of centre
comments.				
CORRIDOR (State Loca	tion): all			
Is the area generally clean?	-		Yes	K No
If no please give details:				
Visual Check: Have you notice	ced any issues r	equiring atten	tion? Yes	Nox
If yes please detail: +				
STAIRWAY (State Loca	tion): ma	in stairs		
Is the area generally clean?			Yes	K No
If no please give details:				
Visual Check: Have you notice	ced any issues r	equiring atten	tion? Yes	K
(e.g., fire exit signs, hazards, lig				
If yes please detail: Carpet w	orn on main st	airs no carpet	on fire exi	t at rear of building.

## **Bedrooms:**

If \*, please give details:

CLEANING (	General Arrang	gements)								
How often are	e bedrooms insp	ected?		twice v	weekly [	W	eekly	х		
Who cleans th	ne bedrooms?			Staff	>	Res	sident	S X		
How often do	staff clean the b	edrooms?		Weekl Month		fort	nightl Othe	· ——		
	ning materials a nanagement for			Yes	>	(		No 🗌		
What cleaning residents?	g equipment is a	vailable to		Mops.	Brushes	, det	ergen	ts & vacuum		
What arrange not cleaned si	are	Assiste	ed by ho	use k	eepin	g				
ROOM NUME			1							
Room Profile:			Roon	ո Capad	city:		Roor	m Occupancy:		
shared		1	2		r		1			
TV	Ensuite	Shared	Bathro	oom	Smok	e Ala	ırm	Fire Notice		
Х			Х			Х		x eeds urgent attention *		
	Very Good	d Adeq	uate	Po	or *	N	leeds	urgent attention *		
Cleanliness		Х	(							
Is everything i	in working order	?		Ye	s <b>x</b> No	* [				
If *, please giv	ve details:									
ROOM NUME	BER2									
Room Profile:			Room	n Capad	city:		Roor	m Occupancy:		
shared			2				1			
TV	Ensuite	Shared	Bathro	oom	Smok	e Ala	ırm	Fire Notice		
Х			Х			Х		х		
	Very Good	d Adeq	uate	Po	or *	N	leeds	urgent attention *		
Cleanliness		Х								
Is everything i	s everything in working order? Yes <b>x</b> No *									

ROOM NUME	BER 3								
Room Profile:			Room	n Capa	city:		Roo	m Occupancy:	
single			1	•			1	. ,	
TV	Ensuite	Shared	Bathro	om	Smok	e Aları	m	Fire Notice	
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Is everything in working order?  Yes x No*								
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Cleanliness		X						
Is everything i	n working order	?	Ye	es x	No*			
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ROOM NUME	SER24	15.		·	15.	0		
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If *, please give	e details:	Cover	over the fi	re alar	m.				
ROOM NUME	BER 35								
Room Profile:				Room	n Capac	city:		Roo	m Occupancy:
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Is everything i	in working	g order?	)		Ye	s <b>x</b> No	*		
If *, please giv	e details:	No plas	stic covers	over th	ne fire	<mark>alarm</mark>			
ROOM NUME	BER 36								
Room Profile:				Boom	Canad	sits.		Boo	m Occupancy:
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If *, please give details:
Use this space for any comments or other information not covered in this form:

## **General Representations**

If you were approached by any <u>residents</u> regarding general issues while in the centre please outline the details below:	
N/A	
If you were approached by any <u>members of staff</u> regarding general issues while in the centre please outline the details below:	
N/A	
If you were approached by any other persons regarding general issues	
while in the centre please outline the details below:	
N/A	

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:	Linden House	
Address:	New Road, Killarney, Co. Kerry	
Proprietor:	Thomas Duggan	
Manager:	Nemanja Babic	
Contact Name:	Eduard Budur	
Capacity Per MOA (Current 85 (63)		
Occupancy):		
<b>Date of</b> 06/07/2022		
Inspection:		

#### Fire Safety:

At time of inspection fire panel showed 'a general fault and buzzer muted.

#### Food Safety:

No Issues

#### Bedrooms:

Room 23 Remove Hot Plate

Room 35 No Outer cover on fire alarm.

Room 21 mould in ceiling of bathroom

#### **Note:**

Residents all use on-line shop facility in Millstreet with deliveries on Monday, Tuesday, Thursday and Saturday every week.

To whom it may concern:

Please find details in response to inspection at Linden House Killarney on 6<sup>th</sup> July 2022.

The individual issues raised in the report:

Fire safety- At time of inspection fire panel showed a general fault and buzzer muted.

Technician came shortly after and panel issue has been resolved.

Room 23 – cooking in the room

Warned residents not to cook in the room. Verbal warning has been issued.

Room 35 no outer cover on fire alarm

Technician came and placed a cover on the fire alarm. Residents warned not to meddle with the fire alarm.

Room 21 Ceiling in the bathroom

Maintenance cleaned and painted the ceiling.

# IPAS/IPPS

# Independent<br/>Inspection Report

Centre:	Linden House
Inspector:	Fergal Duane
Date of Inspection:	21/10/2022
Time of Arrival & Departure:	9pm – 12.00

# Part 1 General Information on Services

# **Independent Inspection Report**

Centre: Linden House

Date of Inspection: 21/10/2022

#### 1. CENTRE DETAILS

Name and address of Centre	Linden House, New road, Killarney, Co.
	Kerry

Contractor	Thomas Duggan
Manager	Nemanja Babic
Who deputises for manager in his/her	Give Job Title only
absence?	Deputy manager

Telephone Number	064 6631379
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Current Contracted Capacity	84
Current Occupancy (today)	59
Current Centre Profile (e.g., singles, families etc.)	Single male

HSE Area	South West
Public Health Nurse	Mary O Connor
DSP / CWO name	Nora Deane
Environmental Health Officer name	Anne Hussey
Local Fire Officer Name	Padraig Mangan
Local Fire Station	Killarney

Is the Centre certified by any Quality Management System	Yes Nox
(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	N/A
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
<b>3.</b> a separate list of Designated Liaison Persons (child protection)	n/a

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

Is 24 hour supervision provided?	(Y/N)	Yesx No
Give details of roster hours		Night porter 10pm-8.30am
Is security provided by external company?	(Y/N)	Yes No <b>x</b>
If yes, give name of company:		
Does the centre have CCTV?	(Y/N)	Yes <b>x</b> No
Is a list of emergency numbers available in the	е	Yes <b>x</b> No
Manager's office?		
Does the list include the following numbers?	(Y/N)	Yes <b>x</b> 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/IPPS out of hours number		
Are first aid kits available?	(Y/N)	Yes <b>x</b> No
Where and how many?		1 in kitchen
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 Nox
How many staff been trained to use it?		

### 4 HEATING ARRANGEMENTS

What type of heating is used in the centre?	oil
Do residents have control of the heatingin their own bedroom?	Yes Nox
If no, what arrangements are in place?	Timed thermostat with booster
What are the heating 'ON' times?	On thermostat

### 5 HOUSE RULES

Are residents provided with a copy of the House Rules on arrival?	Yes <b>x</b> No
How does centre management explain house rules to residents on arrival?	Yes on one to one basis.

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

Are residents issued with key for their bedroom?(Yes/No)	Yes <b>x</b> No
Are residents issued with key for main door?(Yes/No)	Yes <b>x</b> No
If no, give details	
Are there procedures to allow residents to receive	Yes in day room once signed in with
visitors? (Give details)	reception first.
Outline visiting times:	9-9
In what areas are visitors allowed in the centre?	day room

Any other relevant information:	
Is there a facility for storage of residents' valuables*?	In bedrooms
(Give details.)(*Storage is at resident's own risk)	
What toiletries are provided to residents on arrival?	Toothpaste, soap, toilet rolls &
	shampoo
What arrangements are in place to replenish these	Ask at reception
items?	

### 7 ARRANGEMENTS FOR MAINTENANCE

Does the centre have a written procedure in place	Yes <b>x</b> No
for residents to report maintenance issues? (Yes/No)	
Is there a maintenance day book? (Yes/No)	Yes <b>x</b> No
Describe the maintenance procedure at the centre:	
Day diary book in reception	

### 8 CHILD PROTECTION

Are measures in place to inform staff and visitors of RIA's	No children are resident. Manager did
Child Protection Policy?	undergo Tusla training
(Give details)	
Are visitors asked to sign a declaration agreeing to	n/a
adhere to the child protection policy?	
Where is declaration held?	
Is there a sign in book for visitors? Where?	Yes - reception
Are there notices on public display giving name and	No but Manager has received Tusla training
contact details of Designated Liaison Person? Where?	
Have Designated Liaison Persons received HSE training?	yes
Are notices prominently displayed regarding parental	no
supervision of children? Where?	

### 9 FOOD SAFETY

Has a HACCP system been implemented? (Yes/No)	Yes <b>x</b> No
Have the premises been inspected by an Environmental	Yes <b>x</b> No
Health Officer? (Yes/No)	
Date of last visit:	5/3/2018 (None noted since)

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

Are residents consulted regarding menu / dietary	RESIDNTS KITCHEN AND SHOP SYSTEM
requests? (Give details.)	NOW IN PLACE
Provide details opposite:	n/a
Which of the following are provided for school	
children's packed lunches:	
<ul> <li>Sandwich? What sandwich fillings are</li> </ul>	
available: Cheese? Ham? Chicken?	
Tuna? Jam? Other?	Please also provide details of the system
<ul><li>Drinks? Juice? Water?</li></ul>	for distribution of school lunches:
• Yogurt?	
• Fruit?	
Other	
Is infant formula kept out of public view?	n/a
What arrangements are in place for distribution	n/a
of infant formula?	

# 11 ARRANGEMENTS FOR REFRESHMENTS / MEALS OUTSIDE NORMAL MEAL TIMES

Are tea / coffee / drinking water / Snacks etc. available outside mealtimes?	Yesx No Note: Residents kitchen NOW COMPLETED.
What food/snacks are available after hours or when	Residents have their own food and fridge
kitchen is closed?	storage facilities
Where are the snacks located and how are they	n/a
accessed?	
Are meals available for residents who arrive late?	Yes <b>x</b> No
(Give details.)	Once prior notification to manager
Are meals available for new arrivals?	Yes - meals prepared and left for reheating
(Give details)	once prior notification given to manager.
Are packed lunches available for residents	Yes <b>x</b> No
travelling to Dublin on official business?	Residents have their own food and fridge
(Give details)	storage facilities
If the inspection takes place during Ramadan this	n/a
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?	Section does not apply
Access to drinking water (for breastfeeding mothers	n/a
/ for preparation of infant formula)	
Sterilisers	n/a
Kettles	n/a
Fridge (for bottles of EBM* / formula)*Expressed	n/a
Breast Milk	
Bottle Warmer	n/a
Microwave	n/a
Are these facilities available 24 hours a day	n/a
Is there a dedicated room provided?	n/a

Are the following are available to reside	nts?	Yes/No
Computers with Internet access		Yes <b>x</b> No
WIFI		Yes <b>x</b> No
DVD player		Yes No <b>x</b>
Computer Games		Yes No <b>x</b>
Snooker Table		Yes No <b>x</b>
Pool Table		Yes No <b>x</b>
Table Tennis Table		Yes No <b>x</b>
Board Games		Yes No <b>x</b>
Newspapers		Yes No <b>x</b>
Books		Yes <b>x</b> No
Toys / games for children		Yes No <b>x</b>
Other		<del></del>
Give details of any other arrangement or oth	er	
comments:		
<b>14 TRANSPORT ARRANGEMENTS</b> Is there a bus service provided? (Yes/No):		Yes NoX
Where does the service go to?	Linde	en House is in Town Centre
What is the frequency of the service?		
(List time table opposite)		
15 TV SYSTEM Is there a specific TV system in place?		
(give details) An average, how many TV channels are	TV Sa	YesxNo
(give details) An average, how many TV channels are provided to residents?	TV Sa	_
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite	TV Sa	_
(give details) An average, how many TV channels are provided to residents?		_
(give details)  An average, how many TV channels are provided to residents?  Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?	no	norview.
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?	no	ents)  Yesx No
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen?	no	ents)
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc)	no rangem (Y/N)	ents) Yesx No  Available to staff
(give details)  An average, how many TV channels are provided to residents?  Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc)  What procedures are in place for the exchange towels and bed linen at the centre?	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre? If No, what service is provided? Who launders towels and bedlinen? (e.g., residents, staff, other, etc) What procedures are in place for the exchange towels and bed linen at the centre? What procedures are in place for ironing boa and irons?	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.  Available from reception
(give details) An average, how many TV channels are provided to residents? Are residents allowed to erect satellite dishes?  16 LAUNDRY FACILITIES (General Are Laundry facilities available in the centre?  If No, what service is provided?  Who launders towels and bedlinen? (e.g., residents, staff, other, etc) What procedures are in place for the exchange towels and bed linen at the centre?  What procedures are in place for ironing boars.	no rangem (Y/N)	ents)  Yesx No  Available to staff  Request from manager.

Where?

### 17 CLEANING (General Arrangements)

Are there cleaning materials and equipment provided by management for residents?	Yesx No
What cleaning equipment is available to residents?	When requested brushes, mops, vacuum.
What is the procedure for residents to access vacuum cleaners, brushes & other cleaning equipment?	Request of reception.
What arrangements are in place if rooms are not cleaned sufficiently by residents?	Cleaning staff clean rooms weekly.

## PART 2

# Room by Room Inspection

# **Independent Inspection**

Centre: Linden House, Killarney

Date of Inspection: 21/10/2022

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

### 17 Have you seen the following?

		Location of display
Up to date House Rules	X	Reception lobby
Complaint Forms	X	Reception lobby
Accident/ Incident procedure	х	Reception lobby

HSE Breastfeeding Posters	n/a
(if applicable)	
Designated Liaison Person details	Nemanja Babic
(Child Protection)	
Supervision of children notice	n/a
Gym Notices(Child Safety – if applicable)	n/a
IOM Voluntary Return Posters	Reception lobby

#### 18 Staff Awareness

Did you see the IPAS/IPPS Code of Practice*?	x			
Are all staff aware of IPAS/IPPS Code & House Rules?	х			
How are staff made aware of IPAS/IPPS Code & House Rules?				
Training on hire with Manager.				
Training on nire with Manager.				

<sup>\*</sup>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>
19/10/22	Pat Lyons electrical	All working
20/10/22	Internal	ok

### 19b FIRE ALARM & DETECTION SYSTEM INSPECTION SCHEDULE

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
14/06/22	Allied fire Protection	x			
19/10/22	Internal	x			
20/10/22	Internal	х			

### 19c FIRE FIGHTING EQUIPMENT INSPECTION SCHEDULE

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

Date	Inspected By (Company Name / Position)	OK	Defect	Remedial Action Taken (Y/N)	Sign Off Y/N
9/05/22	MFS	x			

1	I		

### 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
19/10/22	Internal	x			
20/10/22	internal	х			

#### 19e FIRE DRILL PROCEDURE INSPECTION SCHEDULE

Date & Time	Numbers of staff involved in drill	No. of residents present / evacuated **	Evacuation Time	Comments
15/6/22 2pm	4 staff	26	5	No Issues
10/12/21	3 staff	20	4.5	ok

<sup>\*\*</sup>Both numbers must be recorded.

### 19f STAFF INSTRUCTION AND TRAINING (Fire Safety)

Job Description	Course	Instructor	Duration	Date
All staff	Firs safety	C O Leary	<mark>⅓ day</mark>	<mark>8/1/18</mark>

### 19g FIRE ASSEMBLY POINTS

Where are the Fire Assembly Points located?	Carpark to left of main door
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 central	yes
control panel?	
Are there designated 'Smoking' areas?	No smoking in centre
Include locations	
include locations	

Comments: The panel was inspected three months ago and is showing a fault with a buzzer. The manager does not turn off faults and makes contact with the alarm company to remove faults.

### 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 place?	yes
Comments:	

## **Administration Area:**

Reception: inside the front door			
Is the area generally clean?		Yes <b>x</b> No	
If no please give details:			
Visual Check: Have you noticed any issues re	equiring att	ention? Yes No x	
(e.g., fire exit signs, hazards, lighting, notices, décor, etc.)			
If yes please detail:			
Have you seen the following?			
		Location of display	
Up to date House Rules	Х	reception	
Complaint Forms	Х	Managers folder	
Accident/ Incident procedure	Х	In safety statement	
HSE Breastfeeding Posters		n/a	
(if applicable)			
Designated Liaison Person details		not posted - no children in	
(Child Protection)		centre	
Supervision of children notice		n/a	
Gym Notices (Child Safety – if applicable)		n/a	
IOM Voluntary Return Posters	X	reception	
Anti Human-Trafficking Posters	X	reception	
'NO to Violence & Harassment' Posters	X	reception	
		· · · · · ·	
Social Room / Tea Station (State Location	•		
What facilities are provided? Full residents	kitchen wit	h supplies from on-line shop in	
Millstreet		Vocy No	
Is the area generally clean?		Yes <b>x</b> No	
If no please give details:			
Visual Check: Have you noticed any issues requiring attention? Yes Nox			
If yes please detail:			
Pre-school Room: section not applica	able		
Is thearea generally clean? Yes / No			
If no please give details:			
Visual Check: Have you noticed any issues requiring attention? Yes No			
(observe whether the area is colourful, has sufficient to			
Other comments:			

### **DINING AREA:**

Please outline the meal times: As all residents now cook for themselves this section is not applicable.

| From | To

	110111			10	
Breakfast					
Lunch					
Dinner					
Which is the main meal	of the d	lay:			
Is menu cycle available?					
If no, give details of all	menu	options on da	ay of insp	ection:	
Breakfast					
Lunch					
Dinner					
Is menu cycle on display	?				
Does menu cycle corres		ith options ava	ilable?		
If no, ask manager for ex	planati	on and provide	details:		
	•	·			
Which meal was sample	d?				
Please describe the mea	l in deta	ail (e.g. was it h	ot / cold,	bland / spicy etc.)	
Was there a vegetarian of	-				
(note salad and vegetab					
considered as vegetariar	•	n)			
Give details of this option:					
Were there ethnic dishes available?					
Give details of this optio	n:				
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?					
Comments:					

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

Commercial kitchen has been replaced with 6 cooking stations which are now in full use by residents who cook all their own meals with their won foods which they purchase from the on-line shop in Carrick-on-Suir.

#### **FOOD SAFETY**

Has the premises been inspected by an	Yes
Environmental Health Officer?	
Date of Visit?	18/1/16
Comments: No issues	

Has a HACCP system been implemented?	n/a – all staff cook for themselves
Who designed the HACCP system?	
Who is responsible for reviewing the	
system?	
How frequently is the system reviewed?	

#### **HACCP Records:**

Pest Control - no activity noted last visit 19/10/22 prevent-a –pest No Issues.
Induction and Ongoing Staff Training: N/A
Time & Temperature Records: current and up to date
Hygiene Audits: current and up to date
List of Approved Suppliers: current and up to date
Cleaning Schedules: current and up to date
Procedures for accepting deliveries: shop orders and are provided to residents on delivery Tuesday, Thursday and Saturday.
General Comments: Kitchen area where residents cook is clean

### **HACCP** and Kitchen Evaluation

### General:

Is the kitchen commercial or domestic?	6 x domestic cookers and cooking stations	
What equipment is in place? 6 cookers, walk in dry goods store, upright freezer x 2 and walk-in fridge,		
In what condition is the equipment? In general the area is tidy.		
Comments:		

### STRUCTURAL HYGIENE

### Kitchen:

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

### **Dry Goods:**

Suitably equipped? Shelving/containers	Clean and suitable storage	
etc		
Condition and suitability of facilities: excellent condition and appropriate in size		
What evidence is there of stock rotation?	Orders are delivered on  Tuesday,	
	Thursday and Saturday	

### **Refrigerated Storage:**

What type of refrigerated storage is provided?	Free standing freezer and fridges in each room	
Comment on the condition and suitability	of the refrigerated storage:	
All in excellent condition , kept neat and free form ice build up etc.		
Are thermostats provided and in working order?	N/A	
Are food items date stamped?	N/A	
Are samples of dishes being kept?	N/A	
Other:		
Is there appropriate storage for cleaning agents and chemicals?	Yes – off the kitchen	

### **OPERERATIONAL HYGIENE**

Do residents use the main kitchen?	Yes
Is that use supervised to ensure safe & hygienic practices are observed?	Not necessary as 6 cooking stations are for residents use. With 2 <sup>nd</sup> kitchenette for apts 33-35
By whom is it supervised?	

Is the correct equipment provided?	e.g. colour coded chopping boards
n/a	

Is the necessary holding equipment provided? e.g.bainmaries, refridgerated units.

yes

Condition and suitability of serving equipment and utensils:	
All very clean and appropriate to food type	

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

Skip at rear of kitchen

Comments:			

### **STAFF FACILITIES AND HYGIENE**

Are designated staff facilities provided?	Yes
What facilities are in place?	Toilets and changingroom

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? Indicate	Not used
cleanliness & suitability	
Is a designated area provided for staff	Staff use main dining room
breaks? If yes, is it clean/suitable/well	
maintained.	
If no, outline arrangements for breaks	
Are uniforms provided for: n/a	
Kitchen Staff?	
Serving Staff?	
Are uniforms clean and in good	
condition? (to include	
caps/hairnets/closed heel/toe shoes etc)	
Is personal grooming satisfactory?	
Are safe habits practiced?	
General Comments on staff facilities: very	professional and well presented staff
·	·

23 **PUBLIC TOILET (State Location):** off main reception Number Hand Towels / **Sanitary Bins** Soap Toilet Hot Paper Dryers Water Unisex: X X Х X Ladies: Gents: Is there a cleaning schedule displayed?Yes No x Record the last time entry. Is the area clean? (provide comment) yes –m toilets are very clean Are all facilities working? Yesx No \* Visual Check: Have you noticed any issues requiring attention? Yes\* No x If No, give details: **COMMUNAL ROOM (State Location):**large reception room to the right when 24 entering building Storage area: Is the walkway through the area clear? Yes**X** No Are the exit signs clearly marked? Yes**X** No **General Seating Area** Is the seating in good condition? Yes X No Pool table and general socialising What is the area generally used for? **Computer room:** Is the area generally clean? Yes x No Visual Check: Have you noticed any issues requiring attention? Yes \sum No Χ If yes please detail: Any other comments? If yes please detail: Cabin at rear of building for meetings and social gatherings.

### **OUTDOOR GROUNDS / FACILITIES**

Please rate the following:

	Very Good	Adequate	Poor*	Needs urgent attention*			
Condition of exterior of			х				
centre							
Paintwork of the centre		Х					
Maintenance standard of the		Х					
grounds (e.g. grass cut, walkways clear etc.)							
Cleanliness of the grounds		х					
(ie., evidence of rubbish etc.)							
Where you have rated * plea	ise provide deta	ils and comm	ents:				
Area is clean and manager	comments it	in relation to	the clean	er on morning shift.			
Are there any facilities availa	ble for children	outdoors? You	es 🔃	No x			
Comments							
LAUNDRY ROOM							
	Washin	g Machines		Dryers			
Number		7		6			
Do they appear to be in work	king order? <b>Yes</b>	- new laundry	y room at i	rear of centre			
Comments:							
60000000 /G/ / /							
CORRIDOR (State Local	tion): all		Voc	, No			
Is the area generally clean?			162	( No			
If no please give details:							
Visual Check: Have you notice	ced any issues r	equiring atten	tion? Yes	Nox			
If yes please detail: +							
STAIRWAY (State Local	tion): ma	in stairs					
Is the area generally clean?			Yes	( No			
If no please give details:							
Visual Check: Have you notice	•	. •	tion? Yes	(			
(e.g., fire exit signs, hazards, lig	nting, notices, de	écor, etc.)					
If yes please detail: All OK							

### **Bedrooms:**

Is everything in working order?

If \*, please give details: Crack in Wall

**CLEANING (General Arrangements)** How often are bedrooms inspected? twice weekly Weekly x Who cleans the bedrooms? Staff x Residents x How often do staff clean the bedrooms? x fortnightly Weekly Monthly Other Are there cleaning materials and equipment provided by management for residents? Yes хП No 🗌 What cleaning equipment is available to Mops. Brushes, detergents & vacuum residents? What arrangements are in place if rooms are Assisted by house keeping not cleaned sufficiently by residents? **ROOM NUMBER** 1 Room Profile: Room Capacity: Room Occupancy: shared 2  $\mathsf{TV}$ **Ensuite Shared Bathroom** Smoke Alarm Fire Notice Χ X X X Poor \* Needs urgent attention \* Very Good Adequate Cleanliness X Is everything in working order? Yesx No \* If \*, please give details: Fire Detector Covered **ROOM NUMBER2** Room Profile: Room Capacity: Room Occupancy: shared  $\mathsf{TV}$ **Ensuite Shared Bathroom** Smoke Alarm Fire Notice X X X X Very Good Adequate Poor \* Needs urgent attention \* Cleanliness X

Yesx No \*

DOOM NUMBER										
ROOM NUMB	BER 3		Daam	Conor	-: L		Daa			
Room Profile:			Room Capacity:				Room Occupancy:			
single			1				1			
TV	Ensuite	Shared	Bathro	Bathroom Smoke A			m	Fire Notice		
Х			X			Х		х		
Cleanliness	Very Good	d Adeq		Po	or *	Ne	eeds	urgent attention *		
	n warking arder		`	Ye.	s <b>x</b> No	. *				
If *, please giv	n working order ve details:	<u>r</u>		Te	SA INC	,				
ROOM NUMB	ER 4									
Room Profile:			Room	n Capad	city:		Roo	m Occupancy:		
shared			2		•		2	. ,		
TV	Ensuite	Shared	Bathro	om	Smok	e Alar	m	Fire Notice		
Х			Х			X		х		
	Very Good	d Adeq	luate	Po	or *	Ne	eeds	urgent attention *		
Cleanliness		<b>)</b>	(							
Is everything i	n working order	?		Υe	es <b>x</b> No	o *		<u> </u>		
If *, please giv		•								
ii , piedse giv										
ROOM NUMB	ER5									
Room Profile:			Room	n Capad	city:		Roo	m Occupancy:		
Shared			1		1					
TV	Ensuite	Shared	Bathro	om	Smoke Alarm			Fire Notice		
X			X			X		x		
	Very Good	d Adeq	luate	Pc	or *	Ne	eeds	urgent attention *		
Cleanliness	х									
Is everything i	n working order	?		Υe	es <b>X</b> N	lo *				
If *, please giv	e details: This ro	om is extr	emely o	luttere	ed and ir	ntidy.				
ROOM NUMB	ER5a									
Room Profile:			Room	n Capad	city:		Roo	m Occupancy:		
Shared			2				1			
TV	Ensuite	Shared	Bathro	om	Smok	e Alar	e Alarm Fire Noti			
Х			Х			X		х		
	Very Good	Adeq	ıuate	Pc	or *	Needs urgent attention *				
Cleanliness	Х									
Is everything i	n working order		_	Υe	es <b>X</b> N	lo *		<del></del>		
If *, please giv										
, p. 2332 514										

Room Profile:	BER6a								
		Ro	om Capa	city:	Ro	Room Occupancy:			
shared		2			1	1			
TV	Ensuite	Shared Bat	hroom	Smok	e Alarm	Fire Notice			
X	X				X	Х			
	Very Good	Adequat	e Po	or *	Nee	ds urgent attention *			
Cleanliness		Х							
Is everything	in working order	?	,	 Yesx	No*				
If *, please gi	ve details:								
ROOM NUME	BER7a								
Room Profile:		Roo	om Capac	ity:	Roc	m Occupancy:			
shared		4			3				
TV	Ensuite	Shared Bath	iroom	Smoke	Alarm	Fire Notice			
X	Х			х	(	x			
	Very Good	Adequate	Pod	or *	Needs	urgent attention *			
Cleanliness		Х							
Is everything	in working order	?	,	res x	No*				
ROOM NUME	BER6								
Room Profile:	<u> </u>	Ro	om Capa	city:	Ro	oom Occupancy:			
single		1			1	1			
TV	Ensuite		Bathroom Smoke Al						
		Shared Bat	hroom	Smok	-	Fire Notice			
X	X	Shared Bat	hroom	Smok	-	Fire Notice			
х				Smok	e Alarm				
X Cleanliness	x				e Alarm	х			
Cleanliness	x	Adequat	e Po		e Alarm	х			
Cleanliness Is everything	X Very Good	Adequat X	e Po	oor *  /es x	X Need	х			
Cleanliness Is everything	Very Good in working order ve details: Daisy	Adequat X	e Po	oor *  /es x	X Need	х			
Cleanliness Is everything If *, please gi	Very Good in working order ve details: Daisy	Adequat X ? chain of many	e Po	oor * /es x I leads	X Need No*	x ds urgent attention *			
Cleanliness Is everything If *, please gi	Very Good in working order ve details: Daisy	Adequat X ? chain of many	e Po	oor * /es x I leads	X Need No*	х			
Cleanliness Is everything If *, please gi  ROOM NUMI Room Profile:	Very Good in working order ve details: Daisy	Adequat X ? chain of many	e Po	oor *  /es x I leads  city:	X Need No*	ds urgent attention *			

	Verv	/ Good	Adec	uate	Po	or *	Needs urgent attention *					
Cleanliness			)					*** 6 *				
Is everything i	n working	order?			Y	es x	: No	o* [				
If *, please giv	ve details:											
ROOM NUMB	ER8			T _								
Room Profile:					Capac	ity:			m O	ccu	pancy:	
<b>shared</b> TV	Ensuit	to.	Shared	Rathro	om	Sm	oke Ala	3 arm		Fir	re Notice	
1 V	LIISUI	LE	Silaieu		OIII	3111	OKE AI	21111		1 11	e Notice	
X	X						X				X	
	Very	/ Good	Adec	luate	Po	or *	1	leeds	urge	ent	attention *	
Cleanliness			)	(								
Is everything i		order?			Υ	es x	. No	o* [				
If *, please giv	re details:											
ROOM NUMB	ER9							1				
Room Profile:					Capac	ity:			m O	ccu	pancy:	
shared			61 1	3		0				T		
TV	Ensuit	te	Shared	Bathro	om Smoke Al			Alarm Fire Not			re Notice	
Х	X					Х		X		х		
	Very	/ Good	Adec	luate	Ро	oor *		Needs urgent at		attention *		
Cleanliness			)	(								
Is everything i	n working	order?			Υ	es x	. No	o* [				
If *, please giv	e details:											
ROOM NUMB	ER10			Desire	. Ca:			D	C			
Room Profile: shared				Room 2	Capac	ity:		1 1	m U	ccu	pancy:	
TV	Ensui	te	Shared	. –	om	Sm	oke Ala	_		Fi	re Notice	
х	Х						Х				X	
	Verv	/ Good	Adec	uate	Po	or *		leeds	urge	ent	attention *	
Cleanliness				(	Ī	$\overline{}$			- 5-			
Is everything i	n working	order?			Y	es x	No	o* 「		<u> </u>		
If *, please giv												
.,												

L

ROOM NUMI	BER 11								
Room Profile:		Roo	m Capa	city:	Roo	m Occupancy:			
shared		2			2	2			
TV	Ensuite	Shared Bath	room	Smok	e Alarm	Fire Notice			
Х	х				Х	Х			
	Very Goo	d Adequate	Po	or *	Needs	urgent attention *			
Cleanliness		X							
Is everything	in working orde	?	Υ	∕es x	No*				
If *, please gi	ve details:								
ROOM NUMI	BER12								
Room Profile:	<u> </u>	Roc	m Capa	city:	Roo	m Occupancy:			
shared	1	2			2				
TV	Ensuite	Shared Bath	room	Smok	e Alarm	Fire Notice			
Х	х				Х	х			
	Very Goo	d Adequate	Po	or *	Needs	urgent attention *			
Cleanliness		Х							
Is everything	in working orde	.,	Υ	∕es x	No*				
ROOM NUMI	3FR13								
Room Profile:		Roc	m Capa	citv:	Roo	m Occupancy:			
shared	•	2	тт сара	city.	2	in occupancy.			
TV	Ensuite	Shared Bath	room	Smok	e Alarm	Fire Notice			
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	Very Goo	d Adequate	Po	oor *	Needs	urgent attention *			
Cleanliness		Х			_				
Is everything	in working orde	-,	Υ	∕es x	No*				
If *, please gi	ve details: Smo	king in Room							
ROOM NUMI	BER14								
Room Profile:	•	Roc	m Capa	city:	Roo	m Occupancy:			
shared		2			2				
TV	Ensuite	Shared Bath	room	Smok	e Alarm	Fire Notice			
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	Von	y Good	Adeo	uuato.	Do	or *		N	aada	ura	ont	attonti	on *
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Is everything i	n working	order?	·		Υ	es	Х	No	*				
If *, please giv	e details:												
ROOM NUMB	ER16												
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single				2		2				1			
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Х	Х					х		X		X			
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Is everything i	n working	order?	,		Υ	es	Х	No	*				
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ROOM NUMB	FR17												
Room Profile:				Room	Capac	itv.			Roo	m ∩	כרוי	pancy:	
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	Ven	y Good	Adeo	ıuate	Pn	or *	:	N	eeds	urge	ent	attenti	on *
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Is everything i	n working	order?		-	<u> </u>	<u> </u>	х	No	*			1	
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ROOM NUME	BER18									
Room Profile:	Room	Capa	city:	R	Room Occupancy:					
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TV	Ensuite	Ensuite Shared I		Bathroom		Smok	e Alarn	n	Fire Notice	
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Cleanliness			х	(						
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If *, please give details:										
ROOM NUME	BFR19									
Room Profile:				Room	Capa	city:	R	Room	Occu	pancy:
shared				3		,-	2		_ 500	r
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Is everything	in working ord	n working order?			Υ	'es x	No*			
If *, please give details: smoke detector covered										
ROOM NUME	BER20									
Room Profile:	Room	Capa	city:	R	Room	Occu	pancy:			
single				1			1	L		
TV	Ensuite		Shared	Bathro	om	Smoke Alarm		n	Fire Notice	
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	Very Go	od	Adeq	uate	Pc	oor * Needs		eds ur	urgent attention *	
Cleanliness			х	(						
Is everything					Y	'es x	No*			
If *, please give details: Smoking in Room										
ROOM NUME	BER21									
Room Profile:					Capa	city:	R	Room Occupancy:		
shared		ı		3		1		3		
TV	Ensuite		Shared	Bathroom		Smoke Ala		rm Fire Notice		re Notice

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	Voru	Cood	Adoa	uata	Do	or *	No	o do l	urgant attention *	
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	s everything in working order?					es x	No*	Г	<u></u>	
If *, please give details:										
ROOM NUME	BER22									
Room Profile: shared				Room 3	Capac	ity:		коог <b>2</b>	n Occupancy:	
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1 V	EIISUILE	=	Silareu	<u></u>	OIII	SITION	e Alali	111	rife Notice	
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	Very	Good	Adeq	uate	Ро	or *	Ne	eds	urgent attention *	
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Is everything	n working o	order?			Υ	es x	No*			
If *, please give details:										
ROOM NUME	ER23									
Room Profile:				Room	Capac	ity:		Roor	n Occupancy:	
shared		1		4	1			3		
TV	Ensuite	3	Shared	Bathroom Smoke			e Aları	m	Fire Notice	
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Is everything	n working o	rder?	1		Y	es x	No*			
If *, please giv	ve details:	Hot pla	ite in the	room	being ເ	<mark>ised ver</mark>	y close	e to	curtains. 2 <sup>nd</sup> time	
ROOM NUME				Dagge	Con-	i+	Ι.	Des	n Occupation	
Room Profile:					Сарас	city:			m Occupancy:	
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Room Profile: shared		2	Shared	2		Smok	i	2		
Room Profile: shared TV	Ensuite		Shared	<b>2</b> Bathro	om	Smok	e Aları X	<b>2</b> m	Fire Notice	
Room Profile: shared TV	Ensuite X			<b>2</b> Bathro uate	om	Smok	e Aları X	<b>2</b> m	Fire Notice	

If *, please give	ve details:									
ROOM NUME	BER 28									
Room Profile:				Room	Capac	rity:		Roo	m Occupancy:	
shared					Сарас	Jity.		2		
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1 V	Liisuite	Ensuite Snared			Bathroom Smoke Al			THE NOTICE		
Х				x x			Х	X		
	Very G	ood	Adeq	uate Poor * N				Needs urgent attention *		
Cleanliness			Х	ζ						
Is everything	in working ord	der?			Ye	s <b>x</b> No	* [			
If *, please giv	e details: <b>Mo</b>	uld ir	n Bathro	om						
ROOM NUME				ı						
Room Profile:					Capac	city:			m Occupancy:	
shared	I			3		Т		2	T	
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Is everything		Ye	s <b>x</b> No	*						
If *, please giv	e details:									
ROOM NUME	BER 33									
Room Profile:				Room	Capac	city:		Roo	m Occupancy:	
shared				3		•		3		
TV	Ensuite		Shared	Bathroom		Smoke Ala		rm	Fire Notice	
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	Very Go	ood	Adeq	quate F		oor* N		Needs urgent attention *		
Cleanliness			X							
Is everything	in working ord	der?			Ye	s <b>X</b> No	*			
If *, please giv										
<b>ROOM NUME</b>	BER 34									
Room Profile:				Room	Capac	city:		Roo	m Occupancy:	
shared				3				2		
TV	Ensuite		Shared	Bathroom		Smoke Ala		rm	Fire Notice	
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Cleanliness	<u> </u>	-	X							
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If *, please giv			in Room	<u> </u>	10.	140	. [			
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ROOM NUMBER 35											
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Cleanliness					Х						
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ROOM NUMBER 36											
Room Profile:						n Capa	city:		om Occupancy:		
shared					4			3	1		
TV	E	nsuite	•	Shar	ed Bathr	oom	Smok	e Alarm	Fire Notice		
x					X			X	x		
		Very	Good	l Ad	lequate	Po	or *	Needs	eds urgent attention *		
Cleanliness					X						
Is everything i	n wor	rking c	rder	?		Ye	s <b>x</b> No	*			
If *, please giv	e det	ails:									
ROOM NUMBER 37											
Room Profile:						n Capa	city:	2	om Occupancy:		
shared TV	F	nsuite	<u> </u>	Shar	<b>3</b> ed Bathr	oom	Smok	e Alarm	Fire Notice		
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Is everything i					• •	Ye					
If *, please giv	e aet	alis: <b>B</b>	atnro	om Keq	uires att	ention	IVIOUIA I	n ceiling.			
ROOM NUMB	ROOM NUMBER 38										
Room Profile: Room Capacity: Room Occupancy:											
shared	shared 2 2										
TV	E	insuite	!	Share	ed Bathr	oom	Smoke Alarm		Fire Notice		
х					Х			Х	х		
		Very	Good	l Ad	lequate	Po	oor * Needs		urgent attention *		
Cleanliness					Х						
Is everything i	n wor	rking c	rder	?		Ye	s <b>x</b> No	*			
If *, please give details:											

Use this space for any comments or other information not covered in this form:

## **General Representations**

If you were approached by any <u>residents</u> regarding general issues while in the centre please outline the details below:
N/A
If you were approached by any <u>members of staff</u> regarding general issues while in the centre please outline the details below:
N/A
If you were approached by any other persons regarding general issues
while in the centre please outline the details below:
N/A

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:		Linden House					
Address:		New Road, Killarney, Co. Kerry					
Proprietor:		Thomas Duggan					
Manager:		Nemanja Babic					
<b>Contact Name:</b>		Nemanja Babic					
<b>Capacity Per MOA</b>	(Current	84 (59)					
Occupancy):							
<b>Date of</b> 21/10/2022							
Inspection:							

### Fire Safety:

At time of inspection fire panel showed 'a general fault and buzzer muted.

Rm 23 Cooking in Room again and very close to curtain.

Rm 13, Rm 32, Rm 34 & Rm 20 Smoking in Room

Rm 12, Rm 1 Cover over Fire Detector

Rm 6 Daisy Chain of Electrical leads.

#### Food Safety:

No Issues

#### Bedrooms:

Room 16 Leak in Bathroom

Rm 5 Extremely untidy room, Requires attention

Rm 29 Untidy Room

Rm 28 Mould in Bathroom and in the bedroom around window.

Rm 2 Crack in Wall bring repaired currently

Rm 7a Leak in bathroom through light

Rm 37 Mould in bathroom

New Building Kitchen 1 Kitchen needs to be cleaned.

#### Note:

Residents all use on-line shop facility in Millstreet with deliveries on Monday, Tuesday, Thursday and Saturday every week.

To whom it may concern:

Please find details in response to inspection at Linden House Killarney on 21st October 2022.

Fire safety - At time of inspection fire panel showed 'a general fault and buzzer muted.

Technician was called to fix the problem with panel.

Rm 23 Cooking in Room.

Residents in room 23 were warned again regarding the dangers of cooking in the room and a written warning has been issued.

Rm 13, Rm 32, Rm 34 & Rm 20 Smoking in Room.

Residents in rooms 13, 32, 34, 20 have been reminded about the house rules and given verbal warning regarding the smoking in the room and danger it can cause for everyone in the centre.

Rm 12, Rm 1 Cover over Fire Detector.

Residents in room 12 were given a verbal warning and asked not to meddle with fire detector. Cover was removed.

Rm 6 Daisy Chain of Electrical leads.

Resident in room 6 was asked to sort out the leads/cables and was informed of the dangers it can cause. The resident sorted the issue.

Room 16 Leak in Bathroom.

Problem rectified by plumber that day

Rm 5 Extremely untidy room, Requires attention.

Resident in room 5 was asked to tidy the room and offered help of the staff.

Rm 29 Untidy Room.

Residents in room 29 were asked to tidy the room and offered help of the staff.

Rm 28 Bathroom , bedroom and window.

Maintenance cleaned and painted the bedroom + bathroom.

Rm 2 Crack in wall

Room 2 crack repaired.

Rm 7a Leak in bathroom.

Problem rectified by plumber that day

Rm 37 Bathroom.

Maintenance cleaned and painted the bathroom.

New Building Kitchen 1 Kitchen needs to be cleaned - Cleaned + new cleaning scheduled added.