

## Inspection Form for International Protection Accommodation Services

### EOI & Emergency Contracts

The purpose of this inspection is to ensure that the accommodation provider is providing an accommodation service as contracted.

This template applies to centres on EOI & Emergency contracts.

Items **in yellow** apply to centres where families are present only.

**Fill in this page prior to inspection:**

Accommodation Service Name (Centre):	Metro Guesthouse
Address:	104 Lower Mainstreet, Letterkenny, Co.Donegal
Eircode:	F92 A8N5
Contractor (Company):	MCT Property Ltd
Manager:	Pauric McGinley
Contracted Capacity:	30
Profile (e.g. singles/families):	Families
Previous issues checked. Note made of any issues that were not addressed.	N/A
Every bedroom on register checked against bedroom list (on residents register)	Yes

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Date of Inspection:	04/09/2023
Arrival Time:	14.05
Departure Time:	15.18
Inspector:	Okan Ozseker
IPPS/IPAS/QTS:	IPPS

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#### Previous Inspection

Date of last inspection:	N/A
Last Inspector:	N/A
Last inspection carried out by: IPPS/IPAS or QTS	N/A

**Summary of issues from last inspection and confirmation of actions from contractor:**

Note to inspector: Please check on this inspection that these items have been addressed.

N/A

## Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 24
- Copy of staff list from day of inspection. **Viewed during the inspection.**
- Note the name of person on duty today: Pauric McGinley
- Copy of catering menu from day of inspection (where relevant). **N/A**
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (if applicable) N/A
- If there has been any pest control issues, a copy of most recent report. **N/A**

### Security

- Is 24 hour supervision provided?  
**No, however a member of staff is on call 24 hours a day.**
- Is security provided by external company? ☒
- Name of security provider Superior Security
- Does the centre have CCTV? ☒

### Fire Register

- Confirm that the centre is using the register as provided by the Department. ☒
- Check the following. Copy the 2 most recent entries under each heading:

#### Emergency Lighting Inspection Schedule

Date	Inspected by: Company Name/Staff Member (position)	Comments
25/08/23	Kate McCauley – Cleaning/Admin	N/A
01/09/23	Pauric McGinley – Duty Manager	N/A

#### Fire Alarm & Detection System Inspection Schedule

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
25/08/23	Kate McCauley	Y	N	N	Y
01/09/23	Pauric McGinley	Y	N	N	Y

**Fire Fighting Equipment Inspection Schedule** (Include all fire extinguishers, hose reels and fire blankets.)

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
25/08/23	Kate McCauley	Y	N	N	Y

01/09/23	Pauric McGinley	Y	N	N	Y
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#### Fire Exit Doors / Means of Escape Inspection Schedule

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
25/08/23	Kate McCauley	Y	N	N	Y
01/09/23	Pauric McGinley	Y	N	N	Y

#### Fire Drill Procedure Inspection Schedule

The Duty Manager informed me that a Fire Drill was carried out on 30 June 2023. However, the details of this Drill were not recorded.

Date & Time	Number of staff involved in drill	Number of residents present in centre	Number of residents evacuated	Evacuation time (length of time it took to evacuate)	Comments

#### Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date
Pauric McGinley – Duty Manager	Fire Extinguisher Training	Shaun O'Donnell	1 Day	2 February 2023
Andrew McTaggart – Centre Manager	Fire Extinguisher Training	Shaun O'Donnell	1 Day	2 February 2023

#### Fire Exits, Emergency Lighting, Smoke Alarms, Fire Notices (check as you are going around)

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



## Part 2: Accommodation Units & Communal Facilities

Please note that the setup of the centre can either be own door units or bedrooms with communal facilities (or a mix). In the case of own door units, please check each unit against the bedroom, kitchen facilities, dining and living space requirements.

**Reception Area** – *(The following are not mandatory for EOI/Emergency Contracts however should be noted as part of the assessment).*

- Reception area has a staff member present. ☒
- First aid kits are available ☒

Posters/information are visible, take note of what can be supplied to provider by IPPS	Present	To be provided
Up to date House Rules – confirm that residents are brought through the house rules on arrival	Y	
IPAS Code of Practice		Y
Complaint Forms	Y	
Accident/ Incident procedure		Y
HSE Breastfeeding Posters		
Designated Liaison Person details (Child Protection)	Y	
Safety Statement/Child Safety Statement	Y	
Supervision of children notice	Y	
IOM Voluntary Return Posters		Y
Anti-human trafficking Posters	Y	
'No to Violence & Harassment' Posters		Y

- There is a visitor meeting area in the vicinity of the reception where residents can welcome guests. It is clean, functional, fixtures and fittings are in good condition and fit for purpose. ☒
- There is evidence that a visitor sign in and child safety procedure for visitors is in place. ☒
- There is a public toilet in the vicinity of the reception which is open, clean (evidence of a cleaning list in bathroom), soap, hand drying facilities, toilets are functional and fit for purpose. ☒

- Note the heating arrangements.

**Note any issues seen in reception area/visitor meeting room/public toilet:**

**No issues noted.**

**Note the heating arrangement (for whole centre):**

**Heat pump – Control unit is in communal area. All residents have access.**

**Centre is comfortably heated throughout.**

#### WiFi

- Connect to the WiFi that residents use.
- Check the connection at various points throughout the inspection.
- Ask a few residents if the WiFi connection is sufficient.

**Note results of speed tests and locations:**

**21.6Mbps download/18.6 Mbps upload**

#### **Kitchen Facilities for Residents to Cook for themselves (if Independent Living):**

Can be either communal or within each accommodation unit. Note the set up in this centre:

The two kitchen facilities are communal.

- Are the cooking stations clean and functional? ☒
- Are there sufficient cooking utensils? ☒
- Is there a separate cooking station & utensils for halal cooking? ☒  
**There is not a separate cooking station for halal cooking. However, there are separate utensils for halal cooking.**
- Check that a food safety management system is in place in fridge/freezers/dry storage areas.  
**N/A**
- Do residents have 24/7 access to a Residents Canteen including sink, microwave, kettle, fridges, hot and cold water, cutlery and crockery? ☒

**Note any issues observed in or comments on residents' kitchen:**

**No issues noted.**

### **Dining Area**

Can be either communal or within each accommodation unit.

- The dining area is clean and functional. ☒
- There is sufficient furniture including tables, chairs. ☒
- **Availability of high chairs.** No. Youngest child in the centre is a 7-year-old.
- Tea, coffee, drinking water, fruit and snacks available to residents. **No**
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒

**Note any issues observed in or comments on the dining area:**

**There are 2 floors with 4 families on each floor.**

**Each floor has its own dining area.**

### **Communal Spaces**

These are communal spaces, not used as a bedroom for families. *(Not applicable if centre is completely made up of own-door units).*

Please check the following in each living room:

- Room is exclusively used as a communal space room ☒
- Room is furnished as a living room including TVs & other recreational facilities. ☒
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒



- No CCTV in living rooms. (Even inactive CCTV cameras are not acceptable). ☐

**Note any issues observed in or comments on living rooms (note the number of living rooms):**

**There is CCTV in the living rooms.**

**There are two living rooms.**

Check the following:

- Social space is furnished appropriately, furniture is in good condition and fit for purpose. ☐
- Social space includes TV, computers and other recreational facilities which are functional and available to residents. ☒
- Fixtures and fittings of social space(s) are in good condition. ☒
- There is a clean, functional and appropriately equipped indoor children's play area. ☒
- There is a safe, outdoor, clean outdoor children's play area. **N/A**

- There is a communal space which has TV & other recreational facilities. These are functional and clean. ☒

**Note any issues with or comments on social spaces (including if any of the above spaces are not being provided, and note where additional facilities are being provided):**

**There are two living rooms, one on each floor.**

**The office can be used as an indoor play area and a study area.**

## **Meeting Rooms**

Please check the following in each meeting room:

- Minimum of 5 chairs and a table. ☒
- Furniture, fixtures and fittings in good condition. ☒
- Room is bookable by residents. ☒
- Room has a lockable door (from inside) ☒
- No CCTV in the meeting room. (Even inactive CCTV cameras are not acceptable). ☒

**Note any issues observed in or comments on meeting rooms:**

**The office, study area, indoor children's play area and meeting room are the same room.**

**Residents have access to office space with no CCTV for meetings of a more sensitive/private nature.**

**Food Hall if applicable- (Onsite Shop) – N/A**

- There is a price list displayed for residents. ☐
- Epos system in operation. ☐
- Records of food delivery. ☐
- Records of refrigerator temperature checks. ☐
- Take samples (at least 5) of food items for sale, the expiration date, price.

Item for sale	Expiration Date	Points Value

**Note date of last inspection by Environmental Health Officer:**

**Note any issues observed in food hall:**

### Shopping off-site (card/voucher system in place)

Please tick:

- Is a card/voucher system in place for residents to shop in the local area? ☒
- Has an agreement been reached with a local shop(s)? ☒
- Is the system fully functional? ☒
- Do the residents have sufficient credit to buy necessary items? ☒

**Note any issues observed with or comments on card/voucher system for external shopping:**

**No issue noted.**

### Catering Service if applicable

Please tick:

- Centre has an onsite kitchen providing a catering service? ☐
- Catering service is provided through external service? ☐
- There is no catering service? ☒
- Check that menu provides for all dietary requirements and is nutritionally appropriate.
- Check for any evidence of pest/rodent activity.

HACCP checks	Notes
Food temperature	
Food storage (fridge temperature)	
Food storage (freezer temperature)	
Food safety management system	

**Note any issues with or comments on catering service:**

**N/A**

### **Laundry Facility**

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- All machines are functional? ☒
- Opening hours are reasonable? Yes
- Area is clean and clear of hazards? ☒
- Supply of washing powder available to residents? ☒

**Note any issues with or comments on laundry area:**

**No issues noted.**

### **Building Exterior/Grounds:**

- Grounds are well kept? ☒
- Pathways are free from hazards? ☒
- Paintwork is in good condition? ☒
- Windows appear clean and in good repair? ☒

- Any other applicable considerations.

**Note any issues with or comments on building exterior/grounds:**

**No issue noted.**

#### **Corridors**

- All corridors throughout maintained. ☒
- Is the area generally clean? ☒
- Any issues requiring attention? ☒

**Note any issues with or comments on corridors:**

**No issues noted.**

### Stairways

- All stairways kept clear & maintained. ☒
- Is the area generally clean? ☒
- Any issues requiring attention? (*e.g., fire exit signs, hazards, lighting, notices, décor, etc.*) ☒

**Note any issues with or comments on stairs/stairwells:**

**No issues noted.**

## Bedrooms

Check each bedroom against the below list. If there are any issues, please note the room number and issue in the box below. In each bedroom, check the following:

### Occupancy:

- Number of residents to a room.
- If residents are present, and it is appropriate to engage with them, ask if there are any issues with the accommodation that they would like to discuss (*see Part 3 below*).

### Physical Aspects:

- Furniture (Beds, wardrobes/ sufficient personal storage, other furniture) are in good condition and fit for use. ☒
- Access to a television (mandatory for EOI, reasonable access in common areas will suffice for Emergency). ☒
- Fixtures and fittings (floor covering, curtains, blinds, light fittings, paintwork, window openers **including child restrictors**) are properly maintained and are fit for use. ☒
- Heating and safety equipment do not present issues (e.g. is smoke alarm uncovered, does the room feel warm enough, any fire hazards). ☒

### Bathroom

- Sufficient bathroom facilities for number of residents ☒
- Check for mould or other sanitary issues. Note if deep cleaning is required.
- All fixtures are in good condition and fit for use. ☒



**Note any issues seen in or comments on any bedrooms (include room number):**

**1<sup>st</sup> Floor**

**Room 1 - Mildew present on bathroom ceiling/wall.**

**Room 3 – Part of bathroom ceiling needs to be repainted.**

**2<sup>nd</sup> Floor**

**Room 2 – Mildew present on bathroom wall/ceiling. Bathroom needs to be repainted.**

**Room 3 – Mildew present on bathroom wall. Wall needs to be repainted.**

**Room 4 – Bunk Bed stair step broken. In bathroom part of the wall needs to be plastered/sealed beside shower.**

**Note any issues seen in or comments on any bedrooms (include room number):**

## **Summary of Issues**

Fill in after inspection. This, along with the report, will be sent to the contractor, and the next inspector will use this section to verify that issues have been addressed on the next inspection.

**That all inspection schedules are recorded and kept up to date.**

### **1<sup>st</sup> Floor**

**Room 1 - Mildew present on bathroom ceiling/wall.**

**Room 3 – Part of bathroom ceiling needs to be repainted.**

### **2<sup>nd</sup> Floor**

**Room 2 – Mildew present on bathroom wall/ceiling. Bathroom needs to be repainted.**

**Room 3 – Mildew present on bathroom wall. Wall needs to be repainted.**

**Room 4 – Bunk Bed stair step broken. In bathroom part of the wall needs to be plastered/sealed beside shower.**

Overall positive feedback from residents, issues above should be well resolved by the issuing of this report as discussion was had with duty manager on exiting the centre.



**End of inspection checklist (while onsite):**

- Date of last Environmental Health Officer Inspection (if applicable)
- Resident Register from day of inspection
- Staff list and name of person on duty on day of inspection
- Catering menu from day of inspection (if applicable)
- If there has been any pest control issues, get a copy of most recent report.
- Manager has signed the declaration.

**Follow up:**

- Check sample foodhall prices against the IPAS Points and Products list, note any discrepancy.
- Create the summary of issues sheet
- Scan report, register, staff list, menus (*if applicable*) to IPPS. Include the confidential issues page.
- The report can be scanned handwritten, no need to type it if it is legible and appropriate for publication.

**Manager Declaration (for IPPS/IPAS inspections)**

**Manager should be asked to sign this declaration.**

This inspection, by a Department official, is primarily to examine how the terms of the Contract are being complied with in the centre.

The manager accepts that the person carrying out the inspection is not charged with certifying the centre is in compliance with all fire safety regulations. The manager agrees that the information provided above is correct.

Signed: Pamela M. Libby

Position: Manager

Date: 4/9/23

**From:** [Pauric Mc Ginley](#)  
**To:** [Marija Jokic \(DCEDIY\)](#)  
**Subject:** Re: Inspection Follow Up  
**Date:** Tuesday 5 December 2023 15:28:47

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Hi Marija,

Pauric here from 'Metro Guest Accommodation', 104 Lower Main Street, Letterkenny, Co. Donegal, F92 AF50.

The following comments were on our Inspection Report:

*"That all inspection schedules are recorded and kept up to date.*

*1st Floor*

*Room 1 - Mildew present on bathroom ceiling/wall.*

*Room 3 – Part of bathroom ceiling needs to be repainted.*

*2nd Floor*

*Room 2 – Mildew present on bathroom wall/ceiling. Bathroom needs to be repainted.*

*Room 3 – Mildew present on bathroom wall. Wall needs to be repainted.*

*Room 4 – Bunk Bed stair step broken. In bathroom part of the wall needs to be plastered/sealed beside shower.*

*Overall positive feedback from residents, issues above should be well resolved by the issuing of this report as discussion was had with duty manager on exiting the centre."*

All of these issued have been rectified. Areas that needed painting have been painted and in 2<sup>nd</sup> floor, Room 4, the bunk bed stair step has been repaired and the area on the wall, beside the shower has been re-sealed and painted.

Kind Regards,  
Pauric Mc Ginley

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**From:** Marija Jokic (DCEDIY)  
**Sent:** 29 November 2023 2:24 PM  
**To:**  
**Cc:** DCEDIY IPPS  
**Subject:** Inspection Follow Up

Dear Pauric,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Metro Guesthouse Accommodation Centre, dated 04/09/2023 which were 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 Wednesday, the 13/12/2023.

Kind regards,  
International Protection Procurement Service

**Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta**  
International Protection Procurement Services

**An Roinn Leanai, Comhionannais, Michumais, Lánpháirtíochta agus Óige**  
Dept. of Children, Equality, Disability, Integration & Youth

**2<sup>nd</sup> Floor Montague Court, 7-11 Montague Street, Dublin 2**

