

## 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:**

<b>Accommodation Service Name (Centre):</b>	<b>Holiday Inn Express - Northwood</b>
<b>Address:</b>	Northwood Park, Santry Demesne, Santry, Dublin 9,
<b>Eircode:</b>	D09 RY17
<b>Contractor (Company):</b>	<b>Tifco Hotel Group</b>
<b>Manager:</b>	<b>Magda Dubrowska</b>
<b>Contracted Capacity:</b>	<b>214</b>
<b>Profile (e.g. singles/families):</b>	<b>Mixed</b>
<b>Previous issues checked. Note made of any issues that were not addressed.</b>	N/A
<b>Every bedroom on register checked against bedroom list (on residents register)</b>	N/A

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<b>Date of Inspection:</b>	<b>15/06/2023</b>
<b>Arrival Time:</b>	<b>11:30</b>
<b>Departure Time:</b>	<b>15:30</b>
<b>Inspector:</b>	<b>Luke Mooney, Jade McEvoy, Sean Woods, David Finn</b>
<b>IPPS/IPAS/QTS:</b>	<b>IPPS</b>

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#### Previous Inspection

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

**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: 367
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Magda
- Copy of catering menu from day of inspection (*where relevant*). ☒
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (*if applicable*) **November 2022**
- If there has been any pest control issues, a copy of most recent report ☒

### Security

- Is 24 hour supervision provided? ☒
- Is security provided by external company? ☒
- Name of security provider: **OnePlus**
- Does the centre have CCTV? ☒

### Fire Register

- Confirm that the centre is using the register as provided by the Department. ☒ ***note: Register was not provided by department (not required as Centre is also operating as a hotel)***
- 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
23/3/23	G4S	Passed.
11/4/22	G4S	Passed.

#### 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)
23/3/23	G4S	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)
23/3/23	G4S	Y	N	N	Y
4/4/22	G4S	Y	N	N	Y

**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)
3 times daily.	Manager on duty.	Y	N	N	Y

**Fire Drill Procedure Inspection Schedule**

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
8/6/23.	10	360	None as voluntary.	9mins	Evac was optional as centre is currently operating as a hotel
17/2/23.	8	360	None as voluntary	9mins	Evac was optional as centre is currently operating as a hotel

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

Staff member(s)	Course	Instructor	Duration	Date
All staff	Fire Safety/Equipment	Proshield H&S.	Half Day	15/11/22
All staff	Evacuation Procedure	Proshield H&S.	Half Day	16/11/22

**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		
IPAS Code of Practice		
Complaint Forms		
Accident/ Incident procedure		
HSE Breastfeeding Posters	Yes.	
Designated Liaison Person details (Child Protection)	Yes.	
Safety Statement/Child Safety Statement	Yes.	
Supervision of children notice	Yes.	
IOM Voluntary Return Posters		
Anti-human trafficking Posters	Yes.	
'No to Violence & Harassment' Posters		
<i>Note: A copy of this list was provided to the Peter McVerry Trust staff on site who maintain a daily presence in the centre reception area. Any missing materials above will be requested by them from IPAS. It was all posters had at one time been present but may have been removed by residents to make way for other advertisements on the resident notice board.</i>		

- 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. ☐
  - **No specific meeting room where residents can host guests, although there are spaces in the lobby/dining room area. Confirmed with Centre staff that a no visitor policy is in place, with exceptions made for social services, IPAS etc. In the event that a resident is expected to receive a visitor, a private space is made available for the meeting to take place without the presence of CCTV. These rooms are booked in advance.**
- 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:**

N/A

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

Centre is adequately heated throughout and thermostats are present in each of the residents' rooms.

## 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:**

There is open Wi-Fi present in the hotel – no password required.

Wi-Fi tested in the dining area 114.4 is the download speed.

Wi-Fi in lobby, 2<sup>nd</sup> floor corridor and 4<sup>th</sup> floor rooms tested – 2.4/5g

**Kitchen Facilities for Residents to Cook for themselves (if Independent Living): N/A.**

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

N/A

- Are the cooking stations clean and functional? ☐
- Are there sufficient cooking utensils? ☐
- Is there a separate cooking station & utensils for halal cooking? ☐
- Check that a food safety management system is in place in fridge/freezers/dry storage areas. ☐
- 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:**

### **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. ☒
- Tea, coffee, drinking water, fruit and snacks available to residents. ☐
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒

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

- Breakfast served 0800-1000. Lunch 1230-1400. Dinner 17:00 – 19:00.
- Little evidence of snacks being readily available.

### **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):**

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. ☐

- 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):**

## 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:**

**Food Hall if applicable- (Onsite Shop)**

- 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) – N/A**

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:**

**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:**

Consistent resident complaints re: catering throughout the inspection. Food was described as dry, overcooked, bland and unseasoned; lacking in any variety and condiments/dressing. It had also been noted that there was little variety in food offered, with the same 4 week rotation having been used for the 18 months the centre had been opened. Centre staff recently held a forum with residents and agreed to change some menu items to address the issues highlighted above.

Residents with children noted difficulty in getting their children to eat the food offered, leading to them need to purchase food for them elsewhere. This matter has been complicated by the fact that not all residents have a refrigerator in their rooms, leading to children missing meals.

It was noted that alternatives are not provided for children.

One resident noted that she had received a note from a GP regarding dietary requirements for her and her daughter, however no alternative meals had been provided by the centre.

It was also reported that items such as cutlery, dishes and napkins are removed from the Centre when the adjoining hotel is busy to cater for the needs of those staying at the hotel. Residents stated that they have been told by Centre staff that the customers of the adjoining hotel "take priority".

Residents working during mealtimes have been informed that meal times are set and cannot be altered, nor can food prepared on site be taken to bedrooms for health and safety purposes, however may be purchased outside the hotel and brought back.

Inspectors sampled the lunch menu while on site – vegetable soup w/a slice of bread and a mixed vegetable salad. Note that no butter was available for accompanying bread.

Residents also reported that the water available in the dining hall had an unpleasant taste and that this issue had been raised with Centre staff. Inspectors also sampled the water and noted that the water was unpleasant to drink.

**Laundry Facility**

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☐
- All machines are functional? ☐
- Opening hours are reasonable?
- Area is clean and clear of hazards? ☐

- Supply of washing powder available to residents? ☐

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

At current an external provider is used for Laundry, Keogh's is the provider.

They are currently working towards installing self – service laundry on – site.

**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:**

**Corridors**

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

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

The 5<sup>th</sup> floor ceiling on the corridor seems to have leak marks / damage present. This may need to be repaired. Consistent damage to ceiling tiles throughout all corridors caused by children playing football indoors. This presents a hazard as loose/damaged tiles are liable to fall. Centre staff have noted this for repair.

**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:**

## 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):**

- Room 108 – Lightbulb in bathroom requires replacing.
- Room 110 – Lintel for curtain around window torn down. Requires replacing.
- Room 118 – Handle on bathroom door broken. Requires fixing.
- Room 126 – New mattress for one of the beds required. Replacement of TV remote.
- Room 131 – Mother, teenage daughter, and two small kids. Consider relocation (either a connecting room or a larger space in an alternative facility).
- Room 132 – Television not working.
- Room 145 – Shower hose unattached. Appears broken.
- Room 151 – Larger living required. 2 adults and 3 small kids sharing a very cramped space.
- Room 214- Vacant room
- Room 216- Window in need of repair. Carpet appeared to be in need of deep cleaning or changing.
- Room 223- Residents report there is only hot water in this room functioning, no cold water. Some of the spot lights in the bedroom are not working.
- Room 233- Vacant room
- Room 239- Electrical Plug in room not working
- Room 250- Bathroom light not working and the Air conditioning is stuck (unable to turn it off).
- Room 304 – clear damp in shower area. Paint peeling from shower cubicle ceiling. Mechanical flush in toilet not working and top of cistern block broken.
- Room 307 – blocked shower drain.
- Room 308 – Sterile space not provided for child’s breathing apparatus. Request fridge for this room. Space again an issue for a family with kids. Requested larger room, clear evidence of overcrowding and privacy concerns. Matter highlighted to IPAS.
- Room 310 – space again at a premium for a family of two adults and two kids in a standard hotel room. Child has been assessed as vulnerable by IPAS, centre has not accommodated this with clear evidence of overcrowding and privacy concerns from residents. Matter highlighted to IPAS.
- Room 318 – room hasn’t been cleaned for over 1 week now. Resident had not requested that their room not be serviced by housekeeping.
- Room 324 – Significant mould in shower area.
- Room 329/331 – connecting rooms. Paint peeling on bathroom walls.
- Room 330 – Paint peeling from walls.
- Room 334 – Cistern on constant flush, flush mechanism appears to be broken. Needs to be looked at by Maintenance.
- Room 350 – Empty
- Room 351 – Toilet roll holder broken.
- Room 410- Door is broken
- Room 412- Tap is not working correctly. Needs to be looked at by Maintenance.
- Room 425 – Air Conditioning not working correctly. Needs to be looked at by Maintenance.
- Room 436 – Reported Wi-Fi not working.
- Room 441- Crack in the window. Needs to be replaced.
- Room 456- Three people in this room to one bed – two babies and an adult. Possible second bed needed or relocation to a larger room.

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

**Room 224 – Mold developing**

**Room 232 – Toilet has unpleasant odour, plumbing issue indicated**

**Room 238 – Severe mold in bathroom**

**Room 248 – Mold in bathroom**

**Room 406 – Lights broken in bedroom and bathroom, TV socket not working, extractor fan not working**

**Room 408 – lights in bedroom and extractor fan not working**

**Room 407 – Air conditioning not working**

**Room 416 – 1 light broken**

**Room 424 – Sink not draining, plumbing issue**

**Room 454 – Lights in bathroom not working**

**Room 455 – Extractor fan not working, unpleasant odour from toilet, plumbing issue**

**Room 510 – Aircon not working**

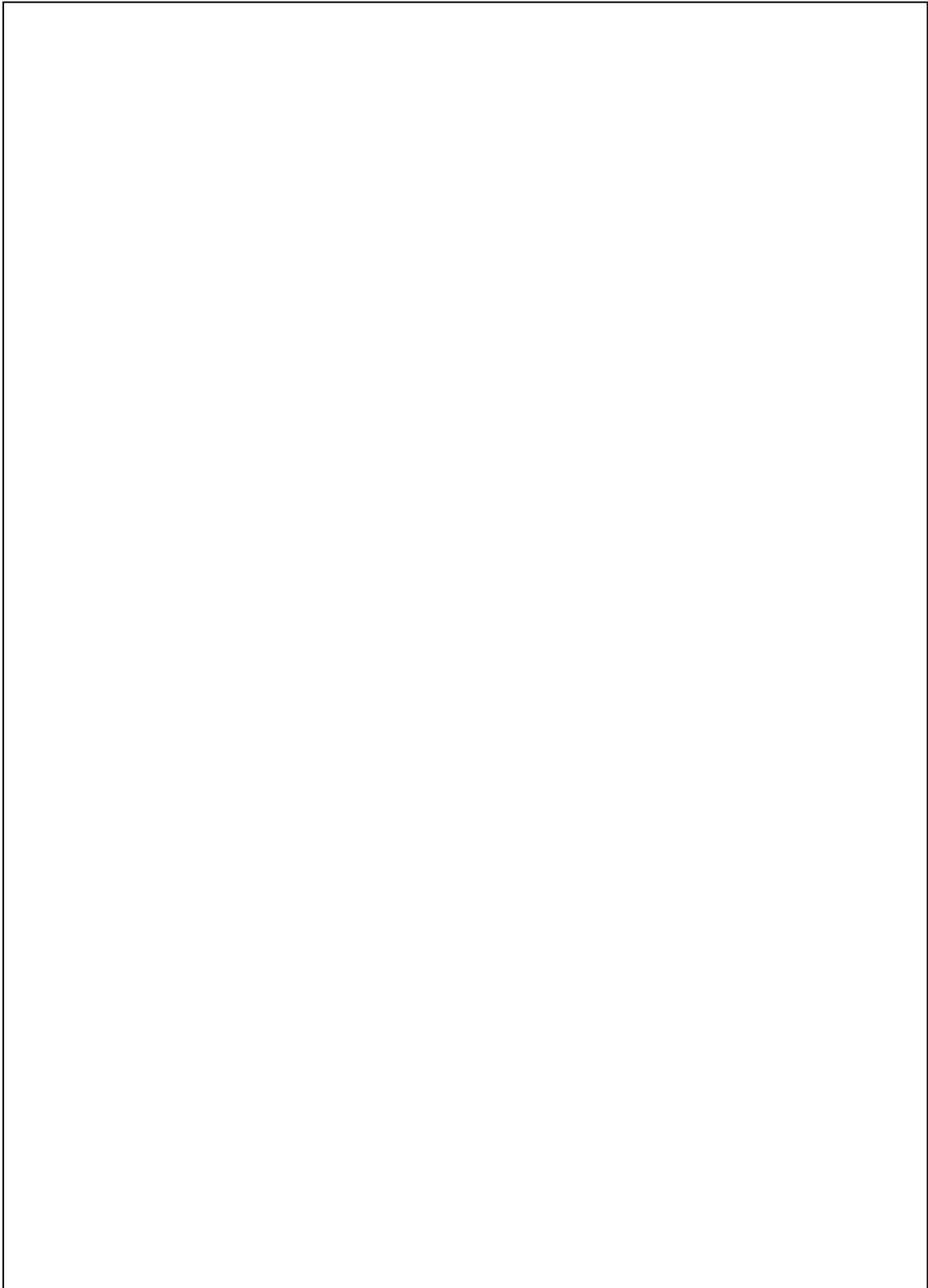
**Room 518 – One light not working in toilet**

**Room 554 – One light not working in bedroom**

**Room 127 – Loose spring in mattress**

**Room 350 – Toilet blocked**

**5<sup>th</sup> floor corridor – Mold developing**



**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:**

M. Brown

**Position:**

General Manager.

**Date:**

15/6/23.