

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): | The Montague |
| Address: | Emo, Portlaoise, Co. Laois |
| Eircode: | R32 RP30 |
| Contractor (Company): | Fazyard Ltd |
| Manager: | Darren Cheshire |
| Contracted Capacity: | 235 |
| Profile (e.g. singles/families): | Families , Children, and Singles |
| Previous issues checked. Note made of any issues that were not addressed. | |
| Every bedroom on register checked against bedroom list (on residents register) | Yes – any bedrooms that could not be inspected have been made note of |

| | |
|---------------------|-------------|
| Date of Inspection: | 25/08/2023 |
| Arrival Time: | 12:00 p.m. |
| Departure Time: | 2:30 p.m. |
| Inspector: | Jade McEvoy |
| IPPS/IPAS/QTS: | IPPS |

Previous Inspection

| | |
|--|-------------|
| Date of last inspection: | 7/12/2022 |
| Last Inspector: | Jade McEvoy |
| Last inspection carried out by: IPPS/IPAS or QTS | IPPS |

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.

(Copy & paste from previous report)

No price list was displayed in the shop for residents.

Paint on walls of the second floor needs to be re-done.

In the outer Annex the small kitchen has very damaged hobs need which need to be deep cleaned or even replaced.

The shared bathroom facilities in the outer annex are at a low standard of cleanliness.

Rooms:

Room 105- Bathroom ceiling is damaged from a previous leak, manager assures me that once this dries out it can be repaired

Room 106- Not inspected resident sick with the Flu

Room 114- Not inspected resident sick

Room 122- Paint chipping in the bathroom, needs to be repaired

Room 126- Currently being renovated, no residents living here at current

Room 230- Mould on bathroom ceiling

Room 225- Mould on bathroom ceiling

Room 220- Room not inspected small baby asleep

Room 231- Cluttered

Room 236- Extractor Fan missing, hole in ceiling where it should be present, Staff say it is being replaced same day as inspection

Room 216- Bathroom tiles worn, grout needs to be repaired

Room 215- Small amount of mould on ceiling in bathroom

Room 206- Damaged wall by the bed needs to be fixed, large hole in the wall

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 224
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Karol – Assistant Manager
- Copy of catering menu from day of inspection (where relevant). ☐
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (if applicable) _____
- 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 Supervision is provided Internally by the Centre
- 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 |
|----------|--|--------------------|
| 10/08/23 | Darren- Manager | No Action Required |
| 16/08/23 | Darren- Manager | No Action Required |

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) |
|----------|--|-----------|--------|-----------------------------|----------------|
| 10/08/23 | Darren | Y | N | N | Darren |
| 17/08/23 | Darren | Y | N | N | Darren |

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) |
|----------|--|-----------|--------|-----------------------------|----------------|
| 23/08/23 | Darren | Y | N | N | Darren |
| 24/08/23 | Eddie | Y | N | N | Eddie |

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) |
|----------|--|-----------|--------|-----------------------------------|----------------|
| 23/08/23 | Darren | Y | N | N | Darren |
| 24/08/23 | Eddie | Y | N | N | Eddie |

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 |
|-------------|--------------------------------------|--|-------------------------------------|---|---|
| 12/02/23 | Three | 171 | 171 | 22 minutes | N/A |
| 29/07/23 | Three | 186 | 186 | 20 minutes | Signs needed to show assembly point |

Staff Instruction and Training (Fire Safety)

| Staff member(s) | Course | Instructor | Duration | Date |
|-----------------|-------------|------------|----------|----------|
| Monika | Fire Warden | Liam Hayes | N/A | 08/03/23 |
| Jeton | Fire Warden | Liam Hayes | N/A | 08/03/23 |

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

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

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 – Available at reception ☒

| 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 | X | |
| IPAS Code of Practice | X | |
| Complaint Forms | X | |
| Accident/ Incident procedure | X | |
| HSE Breastfeeding Posters | X | |
| Designated Liaison Person details (Child Protection) | X | |
| Safety Statement/Child Safety Statement | X | |
| Supervision of children notice | X | |
| IOM Voluntary Return Posters | X | |
| Anti-human trafficking Posters | X | |
| 'No to Violence & Harassment' Posters | X | |

- 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:

N/A Clean, functional, safe reception

Note the heating arrangement (for whole centre):

Overall heating system which is controlled by staff and comes on and off throughout the day.

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:

Wi-Fi is available for residents.

Tested in the reception and office area: Download speed 12.1 Mbps

Upload speed 5.2 Mbps

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:

Communal Cooking facilities

- 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:

No issues noted, area clean, safe and separate stations for Halal present

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:

No issues noted, clean functional area with enough amenities if required

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:

There is a meeting room however it does not contain the minimum of 5 chairs

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 |
|---------------|-----------------|--------------|
| Chicken Legs | 28/08 | 3.65 |
| White Bread | 29/08 | 0.99 |
| Aqua Fresh | 2025 | 1.49 |
| Milk | 01/09 | 2.20 |
| Rice Crispy | 12/23 | 1.50 |
| | | |
| | | |

Note date of last inspection by Environmental Health Officer:

A Copy of the Food Hygiene Management Report was provided during the inspection which was carried out by Food Hygiene Management Co. Ltd but it was not dated.

Manager states it was early 2023.

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:

Catering Service if applicable

Please tick: N/A self- catering and shop on –site

- 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:

Laundry Facility

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- All machines are functional? ☒
- Opening hours are reasonable? **Open 24/ 7**
- Area is clean and clear of hazards? ☒
- Supply of washing powder available to residents? ☐

Note any issues with or comments on laundry area:

The residents can purchase washing powder with their food hall points.

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 issues noted.

Corridors

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

Note any issues with or comments on corridors:

Would recommend that floors and ceilings in corridors get a deep clean due to build-up of dust etc.

Ground floor corridor ceiling panel missing, needs to be addressed.

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):

203 – Mould present in room, needs to be addressed.

204 – Socket beside the bed is broken, needs to be addressed.

206- Resident was asleep, room not inspected.

210- Resident was showering, unable to enter the room.

211- Walls are damaged, needs re-painting. Small amount of mould present in the bathroom also.

214- Sink not working properly in the bathroom.

215- Small amount of mould present in the bathroom.

233- Room appears overcrowded, may need to be addressed.

238- Bathroom Floor appears worn and needs to be deep cleaned or replaced.

237- Small baby asleep, room not inspected.

239- Mould present in bathroom on the ceiling.

242- Bathroom tiles appear damaged, needs be addressed.

241- Unable to unlock this door in the absence of the resident, room not inspected.

Rooms 218 and 220- Both unoccupied and undergoing refurbishment.

221- Mould on bathroom ceiling, needs to be addressed.

223- Resident was changing, therefore unable to enter the room to inspect it.

230- Mould present on bathroom ceiling, needs to be addressed.

121- Room was not inspected as there was only children present no adult at the time.

120- Extractor fan not working, needs to be addressed.

117- Resident reports that the bath / shower water is not clearing properly.

119- Mould present on bathroom ceiling, needs to be addressed.

127- Resident on a work / educational call unable to inspect the room because of this.

124- Mould present on bathroom ceiling, needs to be addressed.

130- Resident reports water is blocked up in the bath/ shower.

132- Extractor fan is not working, needs to be addressed.

134- Resident reports there had been cockroaches in the room, however I was unable to see these on inspection. Resident also states the hot water is not working. Mould present in bathroom, needs to be addressed.

138- Hold present in bathroom wall.

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

104- Small baby was sleeping, therefore room not inspected.

103- Damage on ceiling, needs to be addressed.

101- Extractor fan not working, needs be addressed.

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.

Floors and ceilings have a build of dust etc. and require a deep clean.

Ground floor corridor ceiling panel missing, needs to be addressed.

No price list available for residents in food hall.

Summary of issues in the room:

203 – Mould present in room, needs to be addressed.

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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: _____

Position: _____

Date: _____

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Signed:

Vand Swanston

Position:

ASISTANT MANAGER

Date:

25.08.2023

Manager Declaration



The Montague, Emo, Portlaoise, Co. Laois
Ph 057-8633019 Fax 057-8633036

Montague Staff

| | |
|-------------------|--------------------------------------|
| Manager | Darren Cheshire 0860339446 |
| Assistant manager | Karol Lewandowski 0876190487 |
| night porter | Sylwester Beganski 0857403371 |
| Day Porter | Mark Kovaci 0871472472 |
| Food hall | Monika Slomka 0873844382 |
| Food hall | Therese Bryan 0879058539 |
| Kitchen Porter | Rabah Barar 0830791928 |
| Kitchen Porter | Jeton Kovaci |
| Housekeeping | Monika Lewandowska Romana Olahova |
| Maintenance | John O Reilly 0861043626 |
| Maintenance | Mick Mullaly |
| Grounds Man | Joe Mahar 085820 58 |
| Night porter | Eddie Donnelly |
| Night porter | Ridvan Haiti |
| Night Porter | Liam Doran 085 8202745 |
| Bus driver | james sipho 0877544176 |
| Bus driver | Declan Delaney 0868745992 |

Staff List