

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):	Milltown Guesthouse
Address:	Sligo Road, Co.Donegal
Eircode:	F94 W293
Contractor (Company):	Transboil Ltd
Manager:	Bernard Reilly
Contracted Capacity:	41
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

Date of Inspection:	08/09/23
Arrival Time:	13.32
Departure Time:	14.43
Inspector:	Okan Ozseker
IPPS/IPAS/QTS:	IPPS

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: 39
- Copy of staff list from day of inspection. **Viewed during the inspection.**
- Note the name of person on duty today: Keelin Kelly
- 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 contactable 24/7.**
- Is security provided by external company? **No**
- Name of security provider N/A
- Does the centre have CCTV? **No**

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 – There is no emergency lighting in this centre.

Date	Inspected by: Company Name/Staff Member (position)	Comments

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)
28/08/23	Keelin Kelly – Duty Manager	Y	N	N	Y
04/09/23	Duty Manager	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)
21/08/23	Duty Manager	Y	N	N	Y
28/09/23	Duty Manager	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)
28/08/23	Duty Manager	Y	N	N	Y
04/09/23	Duty Manager	Y	N	N	Y

Fire Drill Procedure Inspection Schedule – A Fire Drill had not been carried out at time of inspection

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 Instruction and training had not been carried out at time of inspection.

Staff member(s)	Course	Instructor	Duration	Date

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?	No
Comments:	There is no emergency lighting.

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		Y
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):

Oil – central control. Residents don't have access.

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:

147.3 Mbps Download – 97.1 Mbps Upload – Kitchen and corridor.

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 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? **No**
- 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. ☒
- 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:

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):

No issues noted. There is one living room.

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):

In meeting room/dining area there is an area that is sometimes cleared for children to play. Equipment is brought in from outside.

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 dining room also operates as a meeting room.

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: N/A

Note any issues observed in food hall: N/A

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 issues 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 issues 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):

Room 2 – Mildew present on bathroom ceiling.

Room 5 – Window handle is broken.

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.

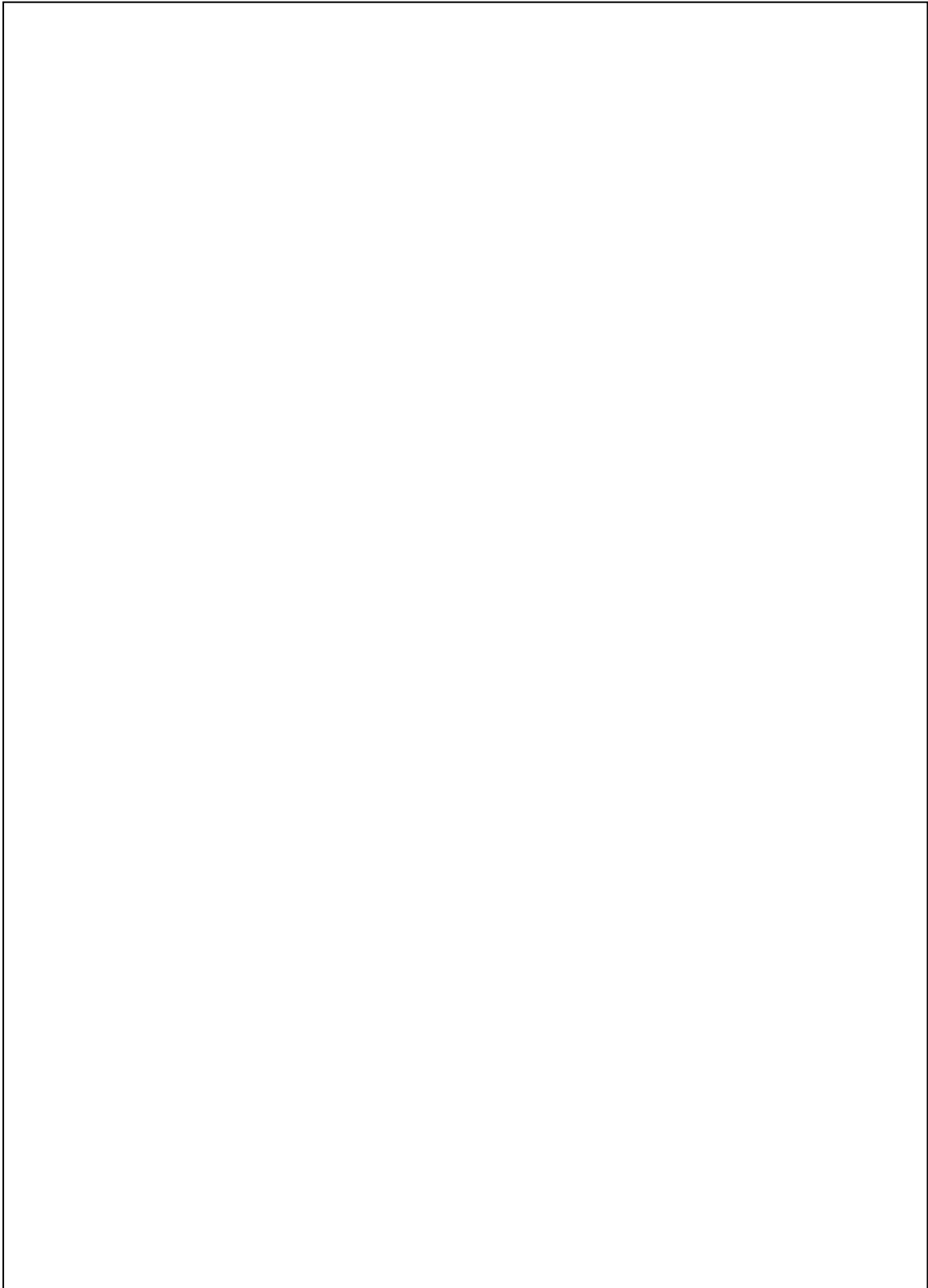
Room 2 – Mildew present on bathroom ceiling.

Room 5 – Window handle is broken.

There is no CCTV.

There is no Emergency Lighting.

The centre needs to carry out a Fire Drill and the staff need to undertake the requisite fire safety training.



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: Redin Kelly

Position: Manager

Date: 5/9/23

From: [Bernard Reilly](#)
To: [Marija Jokic \(DCEDIY\)](#)
Subject: Re: Inspection Report Follow Up
Date: Friday 5 January 2024 13:06:16
Attachments: [Inspection follow up Milltown.pdf](#)

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Good afternoon Marija,

Please find attached a summary of the actions completed as per follow up request post a Centre Inspection in Milltown, Co. Donegal.

Regards

Lynn Holland,
Group Operations Manager,
Transboil Ltd, Office 4, The Rossmore Factory, Dublin Rd., Monaghan, H18VX08.

On Wed, 29 Nov 2023 at 14:31, Marija Jokic (DCEDIY) wrote:

Dear Bernard,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Milltown Guesthouse Accommodation Centre, dated 08/09/2023 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 Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige
Dept. of Children, Equality, Disability, Integration & Youth

2nd Floor Montague Court, 7-11 Montague Street, Dublin 2



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

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.

Room 2 – Mildew present on bathroom ceiling.

Room 5 – Window handle is broken.

There is no CCTV.

There is no Emergency Lighting.

The centre needs to carry out a Fire Drill and the staff need to undertake the requisite fire safety training.

Room 2: Extraction fan cleaned

Room 5: Window handle fixed by
Donegal glass

Fire Drill carried out on 24/10/2023
and 18/11/2023

Online fire safety training carried out

Chloë Kelly 11/11/2023

Keelin Kelly 16/11/2023

Nino Sakhashvili 16/11/23