

Inspection Form for International Protection Accommodation Services

IPAS Accommodation Centre

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

Fill in this page prior to inspection:

Accommodation Service Name (Centre):	Port Road Apartments
Address:	Port Road, Letterkenny, Co.Donegal
Eircode:	
Contractor (Company):	Bridgestock Ltd
Manager:	Jason Ronayne
Contracted Capacity:	306
Profile (e.g. singles/families):	Families
Previous issues checked. Note made of any issues that were not addressed.	Yes. Previous issues have been addressed.
Every bedroom on register checked against bedroom list (on residents register)	Yes

Date of Inspection:	21/09/23
Arrival Time:	10.26am
Departure Time:	14.08pm
Inspector:	Okan Ozseker
IPPS/IPAS/QTS:	IPPS

Previous Inspection

Date of last inspection:	18/05/22
Last Inspector:	Shane McLoughlin
Last inspection carried out by: IPPS/IPAS or QTS	QTS

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.

Apartments:

B1 no.9 Shower power is weak

B3 no.14 extractor in kitchen broken

B3 no. 15 tiles in kitchen to be repaired

These issues from the previous inspection have been addressed.

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 272
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Jason Ronayne
- Copy of catering menu from day of inspection. **N/A**
- View list of emergency numbers ☒
 - Ensure list contains the following numbers; Local Garda station 24 hr number, Local hospital, Local fire station, Duty Social Work Team Out of hours, GP Service and RIA out of hours number.
- Evidence that Residents Committee Meetings are being facilitated, take note of date of last meeting (do not take a copy of the minutes). ☒
The last meeting took place on 16 August 2023.
- View Maintenance Log – is there evidence that residents can report issues and that these are addressed swiftly? ☒

Security

- Is 24 hour supervision provided? ☒
- Is security provided by external company? **No**
- Name of security provider N/A
- 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
16/08/23	Sheridan Security	N/A
15/09/23	Sheridan Security	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)
20/09/23	Emma Wilkie – Duty Manager	Y	N	N	Y
21/09/23	Jason Ronayne – Centre 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)
20/09/23	Kristian Dragisic – Security Officer	Y	N	N	Y
21/09/23	Aamir Shahzad – Security Officer	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)
20/09/23	Kristian Dragisic – Security Officer	Y	N	N	Y
21/09/23	Aamir Shahzad – Security Officer	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
24/01/23	4	278	258	10 minutes and 52 seconds	Mothers with small kids were left in the apartments.
11/07/23	4	120	120	11 minutes and 52 seconds	N/A

Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date
John Rodgers – Security Officer	Fire Safety at Work Training	AJ Gallagher	1 Day	16/02/21
Karen Durning – Assistant Manager	Fire Safety at Work Training	AJ Gallagher	1 Day	16/02/21

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

- 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, or comments on, reception area/visitor meeting room/public toilet:

No issues noted.

Note the heating arrangement (for whole centre):

Storage (Electric Heater) in each apartment – Controlled in each apartment.

The 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:

74.2 Mbps Download – 68.8 Mbps Upload. Reception and Meeting Room.

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 in each accommodation unit

- Are the cooking stations clean and functional? ☒
- Are there sufficient cooking utensils? ☒
- Is there a separate cooking station & utensils for halal cooking? **N/A**
- 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 seen 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 and 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:

The dining area is in each accommodation unit. No issues noted.

Living Rooms (for families) – N/A

These are private living room 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 living room. ☐
- Room is bookable. ☐
- 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 living room should be shared by more than 3 families. ☐
- 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): N/A - centre is completely made up of own-door units.

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). ☒
- There must be at least two meeting rooms. ☒

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

There are three meeting rooms for residents.

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. ☒

- HACCP checks (food temperature, food storage, food safety management system). ☒

Item for sale	Expiration Date	Points Value
Greek Style Natural Yoghurt	10/10/23	€0.90
Emporium Grated Mozzarella – 250G	26/10/23	€1.59
Coca Cola	06/08/24	€0.88
Kulana Pure Orange Juice – 1 Litre	01/12/23	€1.19
Choceur Chocalate – 200G	01/06/24	€2.09

Note date of last inspection by Environmental Health Officer: N/A

Note any issues observed in food hall: 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. ☐
- Carry out HACCP checks (food temperature, food storage, food safety management system). ☐

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

N/A

Social/Entertainment Spaces

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 teen room/homework room 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 four equipped indoor children's play areas.

There is a games room, computer room, toddler room and a PlayStation room.

Adults also use the computer room and PlayStation room.

There is also a hairdresser room.

Laundry Facility

- 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:

The supply of washing powder is done through the points system.

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:

- No more than 3 residents per bedroom (no more than 3 per bedroom). ☒
- 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, TV, other furniture) are in good condition and fit for use. ☒
- 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

- Bathroom is for exclusive use of one bedroom (either ensuite or a bathroom within 20m of the bedroom). ☒
- 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):

Note: Every apartment has two bathrooms.

Block 1

Apartment 6 – Flusher not working in one of the bathrooms.

Apartment 7 – Tap in sink in bathroom is loose.

Apartment 11 – Kitchen press door is broken.

Apartment 15 – Bathroom door handle is loose.

Block 2

Apartment 1 – Room A – Decay above radiator. Small hole in wall.

Apartment 2 – Lightbulb flicking on and off in corridor. Mildew present on bathroom ceiling.

Apartment 5 - Bathroom door handle is loose. In Room A and C bed base is broken.

Apartment 10 – Living room door handle is loose.

Apartment 11 – Mildew present on Bathroom ceiling

Apartment 15 – Socket (Phone Intercom) needs to be replaced.

Block 3

Apartment 5 - Mildew/Mould present on bathroom ceiling

Apartment 16 - Bathroom door handle is loose.

Block 4

Apartment 7 – Mildew present on bathroom ceiling.

Apartment 12 – No toilet seat in bathroom.

Apartment 13 – Room B - Bed base is broken.

Apartment 15 – Mildew/Mould present on bathroom ceiling.

No issues noted in the other apartments.

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.

Block 1

Apartment 6 – Flusher not working in one of the bathrooms.

Apartment 7 – Tap in sink in bathroom is loose.

Apartment 11 – Kitchen press door is broken.

Apartment 15 – Bathroom door handle is loose.

Block 2

Apartment 1 – Room A – Decay above radiator. Small hole in wall.

Apartment 2 – Lightbulb flicking on and off in corridor. Mildew present on bathroom ceiling.

Apartment 5 - Bathroom door handle is loose. In Room A and C bed base is broken.

Apartment 10 – Living room door handle is loose.

Apartment 11 – Mildew present on Bathroom ceiling

Apartment 15 – Socket (Phone Intercom) needs to be replaced.

Block 3

Apartment 5 - Mildew/Mould present on bathroom ceiling

Apartment 16 - Bathroom door handle is loose.

Block 4

Apartment 7 – Mildew present on bathroom ceiling.

Apartment 12 – No toilet seat in bathroom.

Apartment 13 – Room B - Bed base is broken.

Apartment 15 – Mildew/Mould present on bathroom ceiling.

These issues were discussed with the centre manager before exiting the centre. These issues should be addressed before the issuing of the report.



End of inspection checklist (while onsite):

- Previous issues checked. Note made of any issues that were not addressed.
- Every bedroom on register checked against bedroom list (on residents register)
- You have:
 - 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: Alison Rangan

Position: Centre Manager

Date: 21/9/23

From: [Jason Ronayne](#)
To: [Marija Jokic \(DCEDIY\)](#)
Cc: [DCEDIY IPPS](#); [John Scanlon](#)
Subject: RE: Inspection Report Follow Up
Date: Friday 8 December 2023 12:54:28
Attachments: [Inspection Response to IPPS Inspection on 21-09-2023 \(2\).docx](#)

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Dear Marija,

Please find attached our response to the inspection that was carried out at Port Road Apartments on 21/09/2023.

Should you have any queries, I would be more than happy to assist.

Regards,

*Jason Ronayne
Centre Manager
Bridgestock Care
Port Road Apartments
Letterkenny Co Donegal*

Bridgestock Care Ltd – Caring For People Since 2001

From: Marija Jokic (DCEDIY) <>
Sent: Thursday, November 30, 2023 12:58 PM
To: Jason Ronayne <>
Cc: DCEDIY IPPS <IPPS@equality.gov.ie>
Subject: Inspection Report Follow Up

Dear Jason,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Port Road Apartment Accommodation dated 21/09/2023 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 Thursday, the 14/12/2023.

Kind regards,
International Protection Procurement Service

Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta

International Protection Procurement Services

An Roinn Leanaí, Comhionannais, Michumais, Lánpháirtíochta agus Óige

Dept. of Children, Equality, Disability, Integration & Youth

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



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

From: [Jason Ronayne](#)
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*Jason Ronayne
Centre Manager
Bridgestock Care
Port Road Apartments
Letterkenny Co Donegal
Jason@bridgestock.ie
083-3708039*

Bridgestock Care Ltd – Caring For People Since 2001

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To: Jason Ronayne <Jason@bridgestock.ie>
Cc: DCEDIY IPPS <IPPS@equality.gov.ie>
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Kind regards,
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Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta

International Protection Procurement Services

An Roinn Leanai, Comhionannais, Michumais, Lánpháirtíochta agus Óige

Dept. of Children, Equality, Disability, Integration & Youth

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



An Roinn Leanai, Comhionannais,
Michumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth



Ms. Marija Jokic

International Protection Procurement Services

08th December 2023

Re: IPPS inspection at the Port Road Apartments carried out on 21/09/2023

Dear Marija,

I refer to the inspection that was carried out by IPPS on the 21st of September 2023 at the Port Road Apartments, Letterkenny Co Donegal. I am pleased that the report reads well, with minor issues highlighted. Please see below our comments regarding the highlighted issues.

- Block 1 Apt 6 – Flusher was replaced on 25/09/2023.
- Block 1 Apt 7 – Tap tightened on 22/09/2023.
- Block 1 Apt 11 – Kitchen press door was repaired on 25/09/2023.
- Block 1 Apt 15 – Bathroom door tightened on 25/09/2023.
- Block 2 Apt 1 – Room A – Decay above radiator and small hole in wall repaired on 22/09/2023.
- Block 2 Apt 2 – Lightbulb flicking repaired. Mildew present on bathroom ceiling cleaned on 21/09/2023.
- Block 2 Apt 5 - Bathroom door handle tightened. In Room A and C bed bases replaced on 22/09/2023.
- Block 2 Apt 10 – Living room door handle tightened on 26/09/2023.
- Block 2 Apt 15 – Socket (Phone Intercom) replaced on 26/09/2023.
- Block 2 Apt 11, Block 3 Apt 5, Block 4 Apt 7 & Block 4 Apt 15– Mildew/Mold cleaned on 25/09/2023.
- Block 3 Apt 16 - Bathroom door handle tightened on 26/09/2023.
- Block 4 Apt 12 – Broken seat replaced on 21/09/2023.
- Block 4 Apt 13 – Room B - Bed base repaired on 22/09/2023.

I trust that you will find the above to be in order and if I can assist in any way do not hesitate to get in touch.

Regards,

Jason Ronayne
Centre Manager
Port Road Apartments

